CONCEPT

Healthcare Leadership and Management: Clinical Leadership and Physician Engagement

10 – 21 October 2027
Dammam - Eastern Province five-star



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Ref: 727_19247 **Date:** 10 – 21 October 2027 **Location:** Dammam - Eastern Province five-star **Fees:** 35100 SAR

Introduction:

Healthcare leadership often breaks down when strong clinicians are promoted into management without preparation: physicians disengage from decisions, nurse managers carry teams through burnout, and department heads struggle to connect budgets, culture and patient outcomes. This Core Concept course prepares physician leaders, nurse managers and department heads to lead themselves, their multidisciplinary teams and their services. Week one builds personal leadership, emotional intelligence, coaching and resilience; week two covers physician engagement, dyad leadership, clinical governance, change, performance, budgets and crises. Participants produce a Department Leadership and Improvement Plan for a case hospital unit.

Course Objectives:

- Define the decision rights, values and role boundaries of a clinician-manager and set a personal leadership development plan from 360-degree feedback
- Adapt leadership style and apply emotional intelligence to lead multidisciplinary clinical teams, delegate by scope of practice and run huddles
- Coach junior clinicians, brief executives on clinical issues and protect own and team resilience against burnout
- Build physician engagement and a working dyad partnership between physician, nurse and administrative leaders
- Connect department leadership to clinical governance, patient outcomes, culture change and service redesign
- Manage clinician performance, department budgets and crisis response and present a Department Leadership and Improvement Plan

Target Audience:

- Physicians who lead clinical departments, divisions or specialty services
- Nurse managers responsible for wards, units and nursing teams
- Allied health and diagnostic service heads accountable for staff, standards and budgets
- Administrative and operations managers who co-lead clinical services with physicians
- Clinical supervisors and charge nurses moving into formal management roles

Course Outline:

Day 1: Healthcare Leadership Context, Values and the Clinician-Manager Role

- Healthcare Leadership Context: Professional Autonomy, Patient Safety and Public Accountability
- Values-Based Leadership Statement for a Clinical Department
- Clinical Versus Managerial Leadership: Role Boundaries and Decision Rights Matrix
- Clinician-to-Manager Transition: Identity Shift and Role Expectations Map
- Personal Leadership Baseline Using a 360-Degree Feedback Questionnaire

Day 2: Leadership Styles and Emotional Intelligence in Clinical Settings

- Directive, Participative, Transformational and Servant Leadership Styles on the Ward
- Style Selection Grid for Emergencies, Routine Rounds and Team Development
- Emotional Intelligence Model: Self-Awareness, Self-Regulation, Motivation, Empathy and Social Skill
- Emotional Triggers Log for High-Pressure Clinical Shifts
- Psychological Safety Indicators and Speaking-Up Norms in Clinical Teams

Day 3: The First-Line Healthcare Supervisor and Multidisciplinary Clinical Teams

- First-Line Supervisor Role Charter: Rostering Oversight, Delegation and Escalation
- Delegation Matrix by Scope of Practice for Nursing, Allied Health and Support Staff
- Multidisciplinary Clinical Team Leadership: Ward Round Roles and Shared Care Goals
- Clinical Handover and Safety Huddle Leadership Scripts
- Interprofessional Conflict Mapping Between Medical, Nursing and Allied Health Staff

Day 4: Coaching, Communication With Clinicians and Executives, and Leader Resilience

- Coaching Conversation Structure for Junior Doctors and Charge Nurses
- Feedback Technique Using Observed Behaviour and Impact Statements
- Executive Briefing Paper: Framing Clinical Issues in Cost, Risk and Outcome Terms
- Burnout Dimensions: Emotional Exhaustion, Cynicism and Reduced Professional Efficacy
- Personal Resilience Plan and Team Workload Early-Warning Signals

Day 5: Week-One Guided Case: A Newly Appointed Unit Leader

- Case Data Pack: Staff Survey Results, Sickness Absence and Complaint Themes
- Leadership Style Diagnosis for the Case Unit Leader
- Team Charter Draft for the Case Multidisciplinary Team
- Coaching Role-Play With a Disengaged Senior Clinician
- Peer Panel Feedback on the Personal Leadership Development Plan

Day 6: Physician Engagement and Dyad Leadership Models

- Physician Engagement Drivers: Autonomy, Voice, Workload and Professional Recognition
- Physician Engagement Survey Items and Results Interpretation
- Dyad and Triad Leadership Models: Physician, Nurse and Administrator Partnerships
- Dyad Partnership Agreement: Shared Accountabilities and Joint Decision Protocol
- Medical Staff Committee Structure and Clinical Director Role Design

Day 7: Clinical Governance and Leadership Accountability for Patient Outcomes

- Clinical Governance Pillars: Clinical Audit, Clinical Effectiveness, Risk Management, Openness and Information Management
- Leadership Walk-Rounds and Board-to-Ward Assurance Routines
- Department Quality and Safety Report Review at Leadership Meetings
- Credentialing and Clinical Privileging Oversight for Department Heads
- Open Disclosure Conversations With Patients and Families After Harm

Day 8: Leading Change, Culture and Service Redesign in Hospitals

- Clinical Change Readiness Assessment and Sources of Clinician Resistance
- Stakeholder Influence Map for Physicians, Nursing, Finance and Patient Representatives
- Hospital Culture Diagnosis Using Staff Stories and Observed Behaviours
- Service Redesign Basics: Current Pathway Sketch, Future-State Model and Pilot Scope
- Change Communication Plan for Clinical Staff Across Shifts

Day 9: Clinician Performance, Department Budgets and Crisis Leadership

- Clinician Performance Cycle: Objectives, Appraisal and Job Planning
- Difficult Conversations With Clinicians: Conduct, Capability and Attitude Role-Play
- Department Budget Reading: Pay, Non-Pay, Activity and Variance Lines
- Resource Business Case for Clinical Staffing or Medical Equipment
- Crisis Leadership: Incident Command Roles, Surge Staffing and Staff Welfare Debriefs

Day 10: Capstone: Department Leadership and Improvement Plan

- Capstone Brief: Case Hospital Unit Profile, Performance Data and Leadership Gaps
- Leadership Team Structure and Dyad Agreement for the Case Unit
- Engagement, Culture and Change Actions With Owners and Milestones
- Department Leadership Scorecard: Staff Engagement, Patient Outcome and Budget Measures
- Plan Presentation to a Simulated Hospital Executive Panel

Skills You Will Gain:

- Clinical Leadership Style Adaptation
- Emotional Intelligence in Clinical Teams
- Clinical Coaching
- Physician Engagement
- Dyad Partnership Leadership
- Clinical Governance Oversight
- Department Budget Management
- Hospital Crisis Leadership

Why Attend This Course:

- Leave with a Department Leadership and Improvement Plan for a case hospital unit that can be adapted to your own department
- Rehearse coaching sessions and difficult conversations with clinicians and receive feedback from peers and facilitators
- See how physicians, nurses and administrators share decisions in dyad and triad structures that hold under pressure
- Compare leadership practice with physician, nursing and administrative managers from public, private and teaching hospitals

Conclusion:

Clinical departments perform when their leaders manage themselves, their teams and their services with equal care. Week one moves from healthcare leadership context and values through leadership styles, emotional intelligence, the first-line supervisor role, coaching, communication and resilience, ending with a guided case. Week two adds physician engagement and dyad models, clinical governance, change and service redesign, clinician performance, budgets and crisis leadership. The final day brings this together in a Department Leadership and Improvement Plan presented to a simulated executive panel.