

# qualification



## Certificate in Managing OH Services

**11–13 May 2010, Central London**

This Certificate programme is designed to equip you with the essential management tools to deliver a successful occupational health service. The programme builds on professional training, and develops the additional skills needed to function effectively in the working environment in the private or public sector.

**Module 1: The role of OH  
– objectives, ethics and delivery**

*Dr Dipti Patel,*  
Capita Health Solutions

**Module 2: Problem solving  
and negotiating skills**

*Tilly Wood,* management  
consultant

**Module 3: Resourcing  
and budget management**

*John Humphrey,*  
Nice Work Consulting Ltd

**Module 4: Managing internal  
relationships and communication**

*Dr Steve Boorman,* Royal Mail

**Module 5:  
Legal framework**

*Diana Kloss,*  
Barrister

**Module 6: Managing  
occupational health staff**

*Dr John Cooper,* Unilever

An important  
qualification from  
**The At Work  
Partnership**



With the support of  
**Brunel University**



*“Outstanding! By far the best course, and the most relevant to OH Management I have ever attended”*  
Joanne Murphy, Occupational Health Manager, Skanska Rashleigh Weatherfoil

*“Well worth attending – enjoyed every module”*  
Mrs Lorraine Crawley, Business Manager Occupational Health, East Kent Hospitals NHS Trust

*“Relevant and well constructed. Good speakers with excellent delivery”*  
Dr Anthony Moran, SpR Occupational Medicine, RPS Business Healthcare

*“Really helpful grounding in OH management, and an excellent opportunity to gain new ideas”*  
Maria Chakraborty, HR Team Leader Devon County Council

## What is the Certificate in Managing Occupational Health Services?

This qualification for occupational health professionals is organised by **The At Work Partnership** with the support of **Brunel University** and is designed to provide OH professionals with management skills and expertise.

The course deals with the financial, political, legal and employment issues that OH professionals need to address in order to ensure that they function successfully and deliver maximum benefit to their employer.

### How will gaining this qualification benefit you and your organisation?

This Certificate provides you with the essential management tools to deliver a successful OH service – from the effective management of staff and programmes to managing departmental budgets – with a clear understanding of corporate and financial objectives, the organisation's legal responsibilities and the needs of different stakeholders.

The course equips you with the skills to create an OH service that meets the needs of your employer and where departmental performance is constantly monitored and improved.

The Certificate enables OH professionals to operate confidently within the workplace, whether public or private sector, and to present the case for OH to different stakeholders. Occupational health professionals attending this course will come away with the knowledge to manage their department with financial acumen, legal awareness and the wider management skills to develop their department's work.

### Course format and timings

The course is run over three full days and comprises six half-day modules. Day 1 runs from 9.45am – 5.45pm with a drinks reception from 5.45 – 6.30pm. Day 2 runs from 9.00am – 5.30pm and Day 3 runs from 9.00am – 4.30pm.

### Who is the course designed for?

The course is designed for occupational physicians, occupational health nurses, case managers, human resources managers and other professionals involved in the delivery and management of occupational health services.

### Assessment and certification

To qualify for the Certificate in Managing Occupational Health Services, students **must attend the full course** and undertake two forms of assessment, as follows:

- During the course, at the end of each session, students provide written answers to questions relating to that particular session.
- Following the course, students undertake a 3,000-word written assignment, demonstrating their ability to apply the theory and skills behind one of the modules covered in the course. Assignments need to be completed by 30 June 2010.

The certificate will be awarded to students on the satisfactory completion of the above. Marking will be moderated by **Professor John Harrison**, clinical director for organisational health and wellbeing at the Imperial College Healthcare NHS Trust.

### Continuing professional development

This course provides 18½ hours of CPD for self-certification schemes.

## Day 1: Tuesday 11 May 2010

### Module 1. The role of OH – objectives, ethics and delivery *Dr Dipti Patel, Capita Health Solutions*

This module is designed to enable delegates to set clear targets and performance indicators for an OH service, to set up a service relevant to their business environment, and to handle any conflicts between business-driven demands and professional ethical requirements.

#### The module will cover:

- The role of OH
- Undertaking a needs review
- Ethical guidelines
- Targets, standards and benchmarking
- Internal and external providers
- Service options

#### At the end of this module, delegates will have the ability to:

- Evaluate the OH requirements of a business and understand the various models of OH service delivery
- Manage the potential tension between business-driven demands, professional requirements and ethical considerations
- Understand the types of audit and benchmarking that are relevant to OH

## Day 2: Wednesday 12 May 2010

### Module 3. Resourcing & budget management *John Humphrey, Nice Work Consulting Ltd*

This module is designed to enable delegates to understand the financial pressures within which the OH function operates and to prepare and justify budget proposals. They will be able to present the financial costs and benefits associated with occupational health delivery including, if appropriate, the direct generation of revenue. They will be able to monitor performance against budgets and take action to correct budget anomalies.

#### The module will cover:

- Revenue and capital budgets
- Financing alternatives
- Supplier contracts
- Demonstrating value and cost-benefit
- Income generation
- Auditing effectiveness

#### At the end of this module, delegates will have the ability to:

- Construct a financial balance sheet and budget for an OH function
- Demonstrate the impact of employee health on the performance of an organisation and compare the effects of different interventions
- Present the case for an OH service against competing service providers or alternative demands for resource

## Day 3: Thursday 13 May 2010

### Module 5. Legal framework *Diana Kloss, barrister*

This module enables delegates to understand the statutory and civil framework within which the OH function operates, and the requirements and constraints of their own employment contracts, including the implications for professional confidentiality and maintenance of records. They will be up to date on case law which has OH implications, and will be familiar with sources of additional information.

#### The module will cover:

- Employment and service contracts
- Confidentiality
- Case law update
- Control of sickness absence
- Duty of care
- Relevant statute law

#### At the end of this module, delegates will have the ability to:

- Understand the legal duties of OH practitioners, the duty of confidence, their employment status and contractual obligations
- Provide general advice to an employer about employment law relating to sickness absence, ill-health dismissal and disability discrimination
- Understand how the courts and tribunals work

## Module 2. Problem solving & negotiating skills

**Tilly Wood, management consultant**

This module is designed to equip delegates with two essential management skills which have numerous applications in the workplace. The module will enable delegates to identify barriers to progress and learn how to use effective problem-solving techniques to systematically explore, evaluate and select solutions. Delegates will learn how to use negotiating techniques to deliver the best possible outcomes with “buy-in” from both sides in the negotiation.

### The module will cover:

- Understanding the problem
- Techniques to choose the best solution
- Resolving conflicts of interest
- Preparing for negotiations
- Negotiating win-win outcomes

### At the end of this module, delegates will have the ability to:

- Utilise creative problem-solving techniques
- Employ effective negotiating skills to reach a desired outcome
- Recognise opportunities for managing change

## Module 4. Managing internal relationships & communication

**Dr Steve Boorman, Royal Mail**

This module will enable delegates to understand the structure of their employing organisation, including employee representatives such as trade unions, and to communicate and present the role of OH to relevant stakeholders. They will understand the use and effectiveness of a range of communication techniques, and will consider the implications of alternative organisational structures and reporting lines.

### The module will cover:

- Involvement of stakeholders
- Working with human resources
- Reporting lines
- Promoting the service
- Organisational politics

### At the end of this module, delegates will have the ability to:

- Understand communication channels and identify the best means of promoting OH services
- Manage relationships and handle dissatisfied customers and stakeholders
- Understand the value of language and style in communication with stakeholders from boardroom to shop floor

## Module 6. Managing occupational health staff

**Dr John Cooper, Unilever**

This module will enable delegates to identify the skills necessary for their own organisation's needs, recruit the best available staff, and to develop skills in line with the requirements of the professional bodies. They will learn about the key techniques for effective staff management, understand the role of the physician and the implications of managing a specialist department and the resulting needs for support, mentoring and professional networking.

### The module will cover:

- Recruitment
- Maintaining and developing skills
- Teamwork
- Managing underperformance
- Developing excellence
- Challenges for the OH manager

### At the end of this module, delegates will have the ability to:

- Understand the range of competencies needed to deliver an effective OH service
- Manage performance and development of OH staff
- Understand the specific challenges facing OH managers and how to implement effective solutions

## About our expert tutors

### Dr Steve Boorman

Dr Steve Boorman is director of corporate social responsibility, and chief medical adviser to Royal Mail Group where he manages an OH function that is outsourced to an external supplier. He is honorary senior clinical lecturer at the University of Birmingham.

### Dr John Cooper

John Cooper is head of corporate occupational health at Unilever, where he has international responsibility for OH, and has introduced health and productivity management programmes. Prior to joining Unilever in 1996, he spent nearly 20 years working in the oil industry, becoming international medical director at Mobil.

### John Humphrey

John Humphrey is managing director of Nice Work Consulting Ltd, a company specialising in psychological interventions in the workplace. John founded BMI Occupational Health and was the founding managing director of Minerva Health Management.

### Diana Kloss

Diana Kloss is a practising barrister and honorary senior lecturer in OH law at the University of Manchester. She is an honorary fellow of the Faculty of Occupational Medicine and an Acas arbitrator. In 2009, Diana was awarded an MBE for services to occupational health.

### Dr Dipti Patel

Dr Dipti Patel works at Capita Health Solutions as their lead physician for the BBC, and also works in the occupational health department for the Ministry of Defence. She is honorary clinical senior lecturer in occupational medicine at Kent Institute of Medicine and Health Sciences.

### Tilly Wood

Tilly Wood is a management consultant specialising in strategic development, team building and change management. Prior to setting up her own consulting business, she was business development director of Deloitte Consulting. Business development assignments include case management and occupational therapy.

## About the At Work Partnership

**The At Work Partnership** specialises in providing expert information to occupational health professionals. It runs high quality, good value conferences bringing together some of the top speakers in their fields, carries out in-depth research studies, and publishes the journal *Occupational Health [at Work]*, which provides accurately written legal, practical and management occupational health information.

## About Brunel University Business School

**Brunel University Business School** advises **The At Work Partnership** on the content and structure of this course. It is creating new partnerships with occupational health to incorporate health risk management into research and teaching. Brunel University recently launched a new AMBA accredited **MBA in Healthcare Management**. This has two health modules in addition to six core modules on management. For more information, please call 01895 267 124, or e-mail [amir.sharif@brunel.ac.uk](mailto:amir.sharif@brunel.ac.uk)

# Booking Form

## Certificate in Managing OH Services 11-13 May 2010



A B C D E F

Please book places for \_\_\_\_\_ delegate(s), at the rate of:

**Early bird rate:** for bookings paid **before** 20 March 2010

- £1299 + VAT (£1526.33) per delegate or  
 £1099 + VAT (£1291.33) per delegate, reduced rate  
for NHS delegates

### First delegate

Title \_\_\_\_\_  
First name \_\_\_\_\_  
Surname \_\_\_\_\_  
e-mail address \_\_\_\_\_  
Position \_\_\_\_\_

**Main rate:** for bookings paid **after** 20 March 2010

- £1399 + VAT (£1643.83) per delegate or  
 £1199 + VAT (£1408.83) per delegate, reduced rate  
for NHS delegates

### Second delegate

Title \_\_\_\_\_  
First name \_\_\_\_\_  
Surname \_\_\_\_\_  
e-mail address \_\_\_\_\_  
Position \_\_\_\_\_

### Organisation details

Organisation \_\_\_\_\_  
Address \_\_\_\_\_  
Postcode \_\_\_\_\_  
Tel \_\_\_\_\_ Fax \_\_\_\_\_

### Cancellation and transfer policy

For cancellations received in writing 28 days or more before the course commences, we will provide a refund, less a 10% cancellation fee. If the cancellation is received less than 28 days before the course start date, no refund will be made. At any time before the course commences, we will accept an alternative delegate from your organisation. Refunds are not available to delegates who fail to attend after confirming a booking. Transfers to future Certificate in Managing Occupational Health Services courses can be arranged up to 28 days prior to the start date of the course booked, subject to a £75 administration fee. It will not be possible to accommodate transfer requests received less than 28 days before the start date of the course.

**I have read and agree to the cancellation terms:** Authorised signature \_\_\_\_\_  
*(This booking is not valid unless signed)*

### Administration

**Venue**  
Lion Court Conference Centre, 25 Procter Street, Holborn, London, WC1V 6NY

**Attendance requirements**  
Delegates must attend the full course in order to complete the questions at the end of each session. This is essential in order to undertake the assignment and gain the Certificate.

**Booking procedure**  
Due to high levels of interest in this course, we recommend the following procedure for bookings:

1. Please call us on 0845 017 6986 to reserve a no-obligation provisional place.
2. If places are available, we will hold a provisional place for you for a maximum of 30 days. In order to guarantee your place, please send us your booking form with payment within these 30 days.
3. If an invoice is required, in order to guarantee your place, payment must be received by the invoiced due date (within 30 days).

**Your place on this course cannot be guaranteed until payment has been received.**

**Course administration details**  
Please contact us if you do not receive written confirmation of your booking within two weeks of making the reservation. Details of the venue, a map and any final information will be sent to paid delegates approximately four weeks before the course. If you have not received these two weeks before the event, please telephone 0845 017 6986, or e-mail: [conferences@atworkpartnership.co.uk](mailto:conferences@atworkpartnership.co.uk)

**Payment information**  
Course price: £1399 + VAT per delegate (or £1199 + VAT for delegates from the NHS). Bookings made and paid by 20 March 2010 will be charged at the Early Bird Rate of £1299 + VAT per delegate (or £1099 + VAT for delegates from the NHS). Bookings made before 20/3/10, but not paid by this date, will be charged at the higher main rate.

**Payment can be made:**

- By cheque – payable to The At Work Partnership Ltd
- By BACS – Please contact us for our bank details
- By credit card – Expiry date \_\_\_\_ / \_\_\_\_ 3 digit security no. \_\_\_\_\_  
Card No. \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Please note we are sorry but we do not accept AMEX

**Special requirements**  
If you have any special needs, please let us know in advance and we will be delighted to try and help.

**Hotel accommodation**  
Hotel accommodation at preferential rates can be arranged through Venuehunt. Tel: 01722 500675. Online: [www.venuehunt.co.uk](http://www.venuehunt.co.uk)

In order to process this booking, your details will be held on our system. We would like to keep you informed of future relevant events and information from **The At Work Partnership** by post, phone, fax or e-mail. Please contact us if you do not want to be kept up to date with this information.

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**This programme was correct at time of going to press. In unavoidable circumstances, we reserve the right to change or cancel this event.**

3/10

**BOOK NOW** and return your completed form to:

**Post:** The Registration Secretary, The At Work Partnership Ltd, 3 Woodfield Way, Bounds Green, London N11 2NP  
**Telephone:** 0845 017 6986 **e-mail:** [conferences@atworkpartnership.co.uk](mailto:conferences@atworkpartnership.co.uk) **Fax:** 020 8275 8469

Visit our website at [www.atworkpartnership.co.uk](http://www.atworkpartnership.co.uk)