Building Clinical Leadership and High-Performing Healthcare Teams Training Course



16 - 20 Nov 2026

Cape town

4600 € (Per Person)

Ref: #HSM3674_267875

Course Introduction / Overview:

Effective leadership is a fundamental skill for clinical professionals who want to inspire their teams and drive patient care excellence. This training course is designed to equip clinicians with the leadership and management skills they need to transition from clinical expert to team leader. Participants will explore everything from communication and conflict resolution to performance management and change leadership. The curriculum addresses the unique challenges of the healthcare environment, where fast-paced decisions and high-stakes situations are the norm. As noted by academic author Dr. Mary Jo Willis in her book "Clinical Leadership: A Practical Guide," successful clinical leadership combines clinical expertise with emotional intelligence and strategic vision. BIG BEN Training Center is proud to offer this program, which moves beyond general management theory to focus on the specific needs of healthcare teams. You will learn to foster a collaborative and positive work environment, delegate effectively, and mentor junior staff. This course empowers you to lead with confidence, improve team morale, and ultimately enhance the quality and safety of patient care in your organization.

Target Audience / This Training Course is Suitable for:

- Physicians in leadership roles.
- Head nurses and nurse managers.
- Department heads and clinic supervisors.
- Lead therapists and specialists.
- Aspiring clinical team leaders.
- Quality and patient safety officers.
- Hospital administrators.

Target Sectors and Industries:

- Hospitals and medical centers.
- Outpatient clinics and specialist practices.
- Long-term care facilities.
- Public health organizations and government agencies.
- Ambulatory surgery centers.
- Pharmaceutical and medical device companies.
- Home healthcare services.

Target Organizations Departments:

- Clinical services departments.
- Nursing departments.
- Hospital administration.
- Quality and patient safety departments.
- Human resources and professional development.
- Surgical and operating room departments.
- Emergency and critical care departments.

Course Offerings:

By the end of this course, the participants will have able to:

- Apply core leadership principles to a clinical setting.
- Build and lead a high-performing and cohesive healthcare team.
- Communicate effectively with staff, patients, and senior management.
- Resolve team conflicts and manage difficult conversations.
- Implement strategies for staff motivation and engagement.
- Lead organizational changes to improve clinical outcomes.
- Mentor and coach team members to support their professional growth.

Course Methodology:

This training course uses a highly interactive and case-study-based approach. Participants will engage in role-playing exercises that simulate real-world leadership challenges, such as mediating a conflict between team members or delivering difficult feedback. The curriculum includes hands-on workshops on communication styles and team-building strategies. Our instructors are experienced clinical leaders and management consultants who will share their firsthand knowledge and provide personalized coaching. BIG BEN Training Center believes in a collaborative and supportive learning environment where you can practice new skills in a safe space. The course is designed to be highly practical, ensuring you leave with the confidence and tools to effectively lead your team to clinical excellence.

Course Agenda (Course Units):

Unit One: The Foundations of Clinical Leadership.

- Defining clinical leadership and its importance.
- The transition from clinician to leader.
- Leadership styles and their application in healthcare.
- Emotional intelligence in clinical settings.
- Building trust and credibility with your team.
- Developing a personal leadership philosophy.
- Case study: a clinical leader's journey to success.

Unit Two: Communication and Team Collaboration.

- Effective communication in high-stakes environments.
- Active listening and giving constructive feedback.
- Strategies for leading and participating in team meetings.
- Resolving conflict within a clinical team.
- Fostering a culture of psychological safety.
- Communication with patients and families.
- Role-playing: a difficult conversation with a team member.

Unit Three: Managing Team Performance and Development.

- Setting clear performance goals and expectations.
- Delegating tasks effectively.
- Conducting performance reviews and providing feedback.
- Mentoring and coaching junior staff.
- Strategies for staff motivation and engagement.
- Addressing and managing underperformance.
- Workshop: a performance review simulation.

Unit Four: Leading Change in a Healthcare Setting.

- Understanding the change management process.
- Communicating a vision for change.
- Overcoming resistance to change.
- Leading a quality improvement project.
- Implementing new clinical protocols.
- The role of leadership during times of crisis.
- Discussion: leading through the challenges of a pandemic.

Unit Five: Building Sustainable Leadership Practice.

- Time management and prioritization.
- Managing stress and preventing burnout.
- Building a professional network.
- Strategic thinking for clinical leaders.
- Succession planning for key roles.
- Leading with a mission-driven approach.
- Final project: a personal leadership development plan.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can clinical leaders balance their clinical responsibilities and demands of direct patient care with their new administrative and leadership duties to avoid burnout and maintain professional satisfaction?

What unique qualities does this course offer compared to other courses?

This training course is unique because it is designed specifically for clinical professionals who are taking on leadership roles. Unlike generic management programs, it addresses the specific challenges and nuances of leading in a healthcare environment. Our program emphasizes communication skills, conflict resolution, and the importance of emotional intelligence in a clinical context. We focus on hands-on role-playing and real-world case studies that directly apply to the challenges you face every day. This course is for clinicians who want to be more than just managers; they want to be inspiring leaders who can build high-performing teams and drive exceptional patient outcomes. We provide tools, the framework, and the confidence to make that transition successfully.