

## Hints and Tips from previous students who have attended the Introduction to Management in Health Services Organisations module

*Please read through the comments below which will give you a flavour of what the course entails and our expectations.*

**In your opinion and having attended the course, what can prospective students expect to learn from this course?**

*“Prospective students will learn the latest approaches to health services management from experts in the field. There will be ample opportunity to debate current and key issues within the health service. Sessions are designed to be innovative and to promote challenge and discussion. The opportunity to work with people from different areas of the health service is a bonus and widens thinking”*

*“How to succeed in a (semi) academic environment, as opposed to a working one. Theoretical/critical insights into all aspects of management  
How to apply the above to their relevant place of work within the health sector  
How to network/perfect the art of networking”*

*“I have enjoyed particular areas-----working in teams, change management and clinical governance. It seems to me all doctors should spend time on these issues as an undergraduate-----all that time on anatomy doesn't seem that relevant nowadays.....  
Finally, I would say the course is well organised and all the papers etc arrive well on time”*

*“In my opinion what I have learnt from the course is how organisations work and the various aspects of how they inter relate to each other e.g power issues, team working, groups/subgroups within organizations. How to address these issues to bring about required changes”*

*“Variety of theories and how these can be put to or explain practice. Students should expect to be challenged in the way they think. Questions arise and answers are what one hopes to achieve using theory to support and validate.”*

*“Application of management theory  
Use of process flows within the General Practice environment”*

*“General overview of many ideas models around health service management. Greater understanding of the many dynamics that occur in organisations, and how to work within them. The most in depth learning clearly comes from the assignment.”*

*“Everything very appropriate and relevant to working in the NHS at a variety of levels. Gain insight into organisations, how they operate and the nature of power”*

*“How to influence service development in their area and how to enhance their skills in order to do this effectively, especially in my situation at the Professional Executive committee and Board level in the PCT, as front line staff will be asked for their expertise in certain areas.”*

### **What advice or tips would you give to somebody who was interested in this course?**

*“I would advise people going on this course that there is an expectation to share your methods of work and organisational development strategies within the group, that you will learn a variety of ways to tackle organisational issues and problems- I would advise students to read up on current theories of organisational development and be prepared to share experiences in an open way with others”*

*“I would advise anyone interested in the course to go for it- I relished the challenge. But do be prepared for the amount of research and background reading you would need do to enable you to succeed on the course. It demands a lot of attention and self-discipline which is difficult enough if you are working, even more so if you have multiple commitments outside of work.”  
“However, the course itself is a challenge-----I would think most students will not have studied management before and the days in Warwick can be intensive.”*

*“The advice I would give is to pre read before starting the course”*

*“Expect to work hard”*

*“Come prepared to do the work, reading and learning for yourself. Lecturers are there to tantalise and direct knowledge and information but students gain what they want and as much as they want through their own efforts.”*

*“Do it.*

*”Good course. Interesting”*

*“Great opportunity to meet other health-workers and learning about their management styles.”*

*“Do the reading and come prepared to participate”. I would have like to have gone on to do the whole MSC but not really possible”.*

*“Valuable and definitely required in the way the NHS is developing and expectations of staff who have expertise in certain fields.”*

## How has the course helped you in your workplace?

*"The course enabled me to take ideas back to the workplace and try strategies out- it also helped me understand why some decisions were made at strategic level and look at things in a more strategic way, I enjoyed the course and got a lot out of it"*

*"The main thing it has given me is self-confidence- a lot of the content of the course was common sensical and having this reinforced has made a big difference to my working life, particularly how I perceive myself and those around me."*

*"Yes the course has helped me in that I have a much better understanding of power issues within organizations and how to cope in certain situations"*

*"The course has helped me enormously at work-----the practice faces challenging times and the skills I have developed at Warwick has eased the passage of many problems."*

*"Challenged my thinking, encouraged me to question and not just accept things. Helped me understand and believe that I have the power to make a difference in my work place. Helped me understand conflict and power struggles and how to get the best out of any situation. Encouraged me to continue reading and sharing my knowledge."*

*"Consolidated previous learning."*

*"The assignment has helped me focus down on a particular organisational problem, and in doing so broadened my knowledge of some of the issues around project management in my organization. Helped me reflect on how my organization works, and how I can work within it"*

*"I have obtained a new position as a Team leader in a Primary Care Trust. The essential criteria was to have undertaken a management course. I found the course is extremely useful as I was asked questions on leadership and change management in the interview which I had addressed in my assignment and because of that was confident in how I would take this forward in my new post. I must have impressed them with my management skills as the interview only lasted 25 minutes!"*