

Seeing Systems

If you are interested in learning more about this short course, please email lsbushortcourses@lsbu.ac.uk.

Time Commitment

2 days, 9am-5pm



How is this course taught?

In person

Location

LSBU's Southwark Campus

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Changes the lens you view the NHS through and energises you to be a part of it

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“

[Nick and Rebecca were] very good presenters, engaging... [they] adapted and tailored the event dependent on the conversations. [They were also] able to draw on real world experiences to demonstrate theory

”

“

It was a great couple of days...[this programme] will make a difference if the right people are in the room

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Overview

In today's complex health and social care systems, persistent quality issues—avoidable harm, inefficiency, inequity, and delays—often resurface due to a lack of systemic approaches. Seeing 'Systems' is a two-day interactive workshop designed to equip professionals with the tools to identify and address these root causes effectively.

This course offers participants the opportunity to reflect on the systemic influences shaping their work, enhance leadership skills, and build collaborative strategies to implement lasting improvements. By 'seeing systems,' participants will leave with practical strategies to foster transformational change and create more equitable, efficient, and sustainable outcomes in their respective fields.

Entry Requirements

This course is open to professionals from healthcare, social care, and VCSE (voluntary, community, and social enterprise) sectors who have an active role or interest in quality improvement and systemic change. Suitable for participants at all levels of experience, the course welcomes clinicians, managers, quality practitioners, and system leaders. While no formal qualifications are required, participants should have a collaborative mindset and a willingness to engage in discussions and share insights from their professional contexts.

What does this course cover?

Through a blend of case studies, simulations, and collaborative discussions, this course focuses on:

- Understanding systemic influences that impact healthcare quality and equity.
- Developing effective strategies to lead systemic change.
- Enhancing cross-sector collaboration to tackle fragmentation in care delivery.
- Reflecting on the cost of poor quality and exploring solutions for complex systems of care.

'Seeing Systems' – Systems Leadership Development

Day 1: 'Seeing Systems'

- Exploring the concept of **'seeing systems' of work**; in doing so we create a shared language for the two days.
- Using accounts from different perspectives and other data to begin to **identify** the implicit and explicit **'conditions' that shape** how work is understood and done in our local system of care.
- Identifying the systemic conditions of work, **our contributions to them**, and their shaping power over how work is done
- **Understanding cost of poor quality (failure demand)** and the common approaches to tackle fragmentation of work – such as 'integration' and / or multi-disciplinary team working.

Day 2: Systems Change & Collaboration

- Using the systems insights from day 1, we consider and reflect on **how we have been responding** to the intractable, complex systems problems faced.
- Exploration of the **differences in leading** within networks and hierarchies
- Recognising **different problem types** and appropriate strategies for change within human systems of work.
- **Developing and enhancing strategies and plans** for change.

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What will participants achieve?

Participants in this course will leave with a comprehensive toolkit of skills, strategies, and insights to drive transformational change in their organisations and beyond. Specific outcomes include:

- Enhanced Systemic Thinking
- Leadership Skills for Systemic Change
- Collaborative Problem-Solving
- Practical Strategies for Sustainable Change
- Personal and Professional Growth

Who teaches this course?

Nick Downham

A leading expert in healthcare quality, systems thinking, and organisational development. Nick has extensive experience working with frontline teams and leadership across primary and secondary care, both domestically and internationally. He has played a pivotal role in shaping some of the largest quality improvement and leadership programs in the NHS. Passionate about driving systemic change, he co-authored *Improving Quality in Healthcare – Questioning the Work for Effective Change* (2024, Sage) alongside Murray Anderson-Wallace.

Dr Rebecca Myers

A seasoned executive director, clinician, and organisational development specialist with over 40 years of experience in and around the NHS. Rebecca has held senior leadership roles across the NHS, social services, and voluntary sectors, including eight years as a director. Her expertise includes transformation, integrated care, and emotionally supportive workplace cultures. She is a facilitator for Schwartz Rounds with the Point of Care Foundation and holds a Doctorate in Management focused on risk and emotional labour in healthcare. She co-authored *Courage in Healthcare – A Necessary Virtue or a Warning Sign*.

How will this course be taught?

The Seeing 'Systems' course is delivered as an immersive two-day workshop, combining structured teaching with practical application to ensure participants gain actionable insights.

The workshops are structured to balance presentations with practical, context-specific activities. Real transformation projects brought by participants are used as case material, making the learning highly relevant and immediately applicable.

The learning experience is highly peer based and context specific. Participants are invited to bring their knowledge of their work, and their experience into the discussion.

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