

# Advancing Management with Ibec Academy

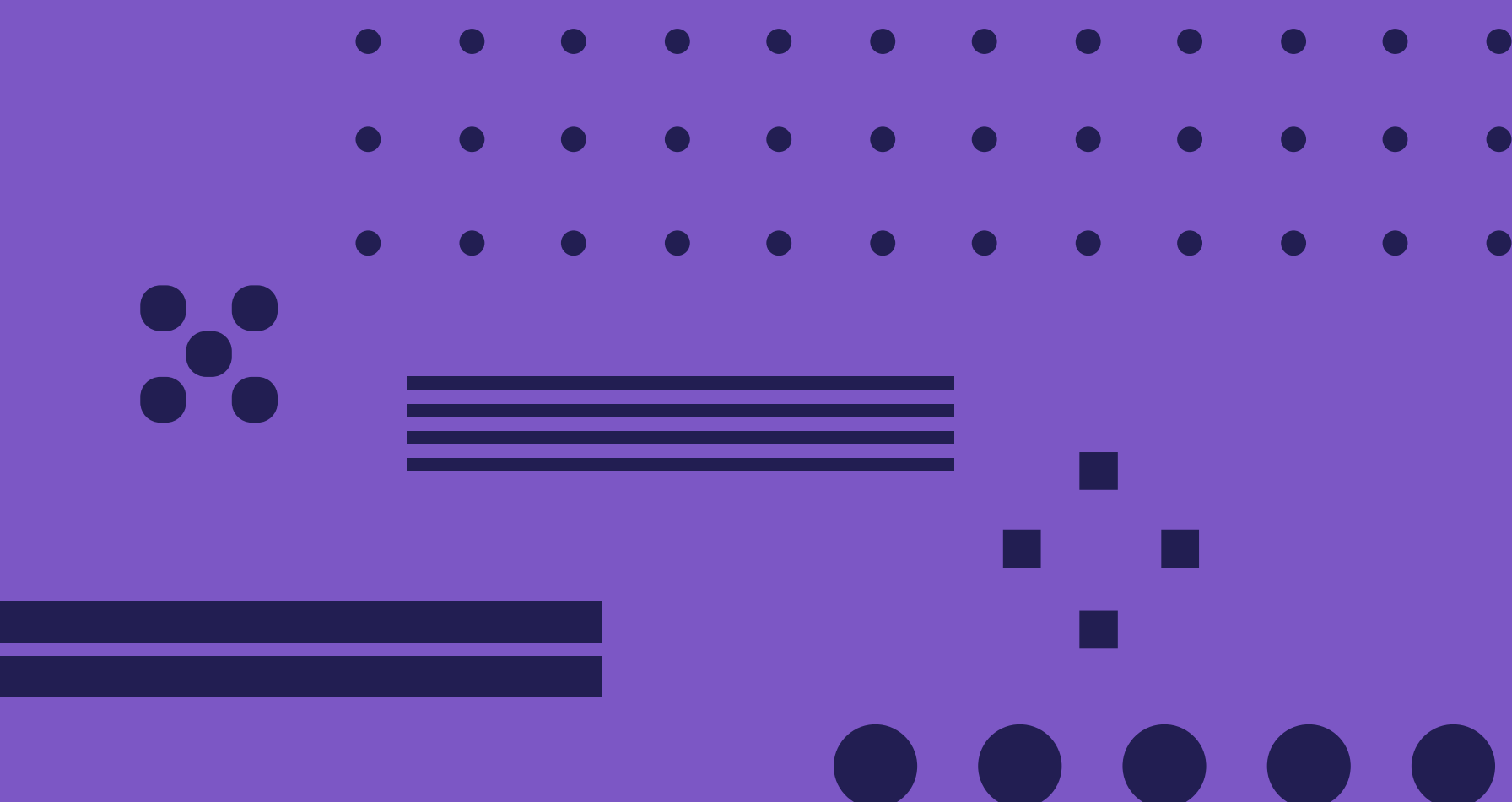
Beacon Hospital Case Study in  
Management and Executive Development



# Ibec Academy Customised Training

Ibec Academy work with companies to design and deliver a customised, impactful and highly relevant solution, designed to transform people, performance levels and overall results, based on leading industry knowledge, expertise and real experience.

## Our Customers



# Executive Summary

## Beacon Hospital

Ibec Academy is a chosen training and development partner of Beacon Hospital. Key to the delivery of any organisation's strategy is the capability of its people and, over the last five years, we have collaborated with Beacon Hospital as it continues to successfully grow and expand.

Initially engaged to customise and facilitate their Management Development Programme with their entire Executive and Management Team, our partnership with Beacon Hospital has grown to include the facilitation of Influencing and Negotiation Skills, Coaching for Performance and Managing Staff Expectations across many of its teams.

The programmes delivered real tangible results for both managers and staff in the hospital in personal development, staff satisfaction and enhanced management processes. The Beacon Hospital plans to develop on its five year successful partnership with Ibec Academy, expanding its programme offering with Diversity and Inclusion as a key theme in 2022.



Located in Sandyford, South Dublin, Beacon Hospital is one of the most technologically advanced private hospitals in all of Europe.

Beacon Hospital treated over 140,000 patients last year across all areas of medicine and surgery.



# Ibec Academy and Beacon Hospital partnership Management programme

“Beacon Hospital encourages a culture of growth, continuous professional development and promotion from within.

Members of the team are actively encouraged to pursue their personal and career goals within the organisation. Beacon Hospital has worked with the Ibec Academy for the past 5 years in many of our development programmes, including;

- Executive Development,
- Managing People,
- Managing Staff Expectation,
- Influencing & Negotiation skills.

“At Beacon Hospital healthcare professionals are experts in their clinical fields and are keen for self-development as they move through their careers into positions of leadership. We seek to bring best management practices to our staff through informing, challenging, educating and developing our people managers in the arts of management and leadership.

## **The Managing People Programme**

This programme is an introduction to Management and Leadership at Beacon Hospital. It brings a common understanding of the challenges faced in leadership positions and gives them the tools to be successful in their roles. The course is a combination of classroom learning, discussion, teamwork, workshops and feedback, which has proven to be very impactful on how we manage in the Hospital. The primary objective of this programme is to empower our managers to drive the performance of the hospital both in terms of departmental excellence and best practice in the areas of managing people, team work and performance. ”

**All text attributed to Natasha Tobin,  
HR Operations Manager, The Beacon Hospital.**

# Management Programme and Customer Experience

168 have attended Managing People programmes across the departments below and growing every year.

Nursing

Patient Service Management

Scientists

Pharmacists

Catering Managers

Administration Managers

Radiology

HR

HCA

Procurement

Facilities

And many more departments

“We have worked with the same trainer over the last 5 years who is a subject matter expert, who engages participants from the first minute, and holds their attention to the end of the course. The trainer has built strong relationships with the hospital, its goals, and its managers who have learned to trust her learning impeccably. She addresses our training needs through course development and refines content based on feedback and active listening.

Frameworks, tools and real-life examples lead to applied learning, and this is reinforced through role play, workshops, group learning and assignments. The trainer makes learning fun but is always focused on the programme goal. The trainer consistently scores highly with regard to learning outcomes and her programme delivery is outstanding.

We have found that during Covid-19, when it was not possible for us to come together in one room, Ibec adapted the course to online training and it was extremely effective in facilitating getting our teams together.”



# Impact and Results of Training Programmes

“Working with Ibec Academy is efficient and easy. The course administration is well run, and the quality of programme delivery is consistently high.

In Beacon Hospital our values include collegiality, communication and excellence. Whilst patient care is at the centre of everything we do, we are only as good as the people that deliver the care to our patients. Working with Ibec Academy we have developed a suite of development programmes that emphasise the importance of the Hospital’s goals and deliver real tangible results for both our managers and our staff.”

## **Programme benefits**

Standardise our approach to how we lead and manage in the Hospital,

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Teach best practice,

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Facilitate experiential learning in a high trust environment,

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Deliver tangible results in personal development, staff satisfaction, and enhanced management processes.

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Build collegiality, enhance communication and drive excellence through a common understanding of the challenges in healthcare leadership,

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# Beacon Hospital and Ibec Academy

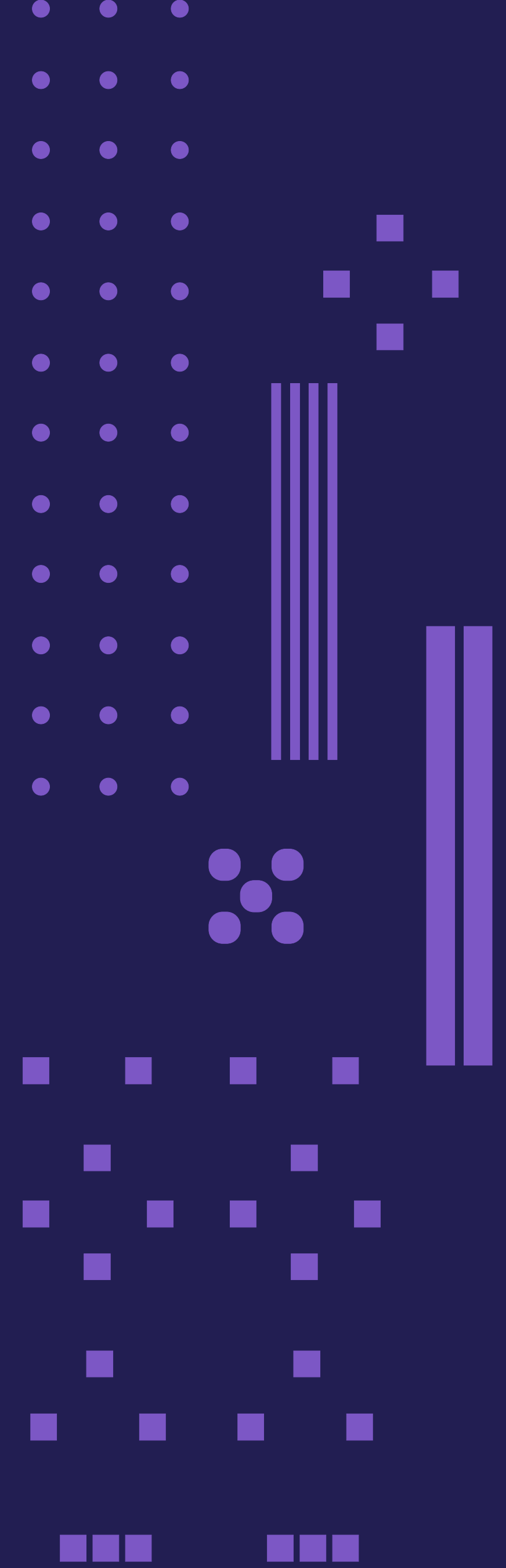
## Future plans

“Ibec Academy is a trusted partner in people development with Beacon Hospital. We plan to continue to run programmes and adapt these to our ever-changing environment.

A focus for this year will be to enhance our diversity and inclusion learning in the hospital where we currently have 50 nationalities! This is closely aligned with our key value of dignity for all of our employees and patients.”



All text attributed to Natasha Tobin,  
HR Operations Manager, The Beacon Hospital.



# Ibec Academy

Ibec Academy's training solutions has widespread experience, designing customised training solutions across all industries including retail, healthcare, property and manufacturing. We take pride in building relationships and delivering results year on year.

We put you at the heart of everything we do. In partnership with you, we examine your requirements, gaps in skill sets and challenges facing your business now and in the future. We craft bespoke training solutions, which are relevant and dynamic in their approach.

If you are considering a customised solution for your people and teams, we would really like to hear from you.

If you would like to schedule a call to discuss a tailored solution for your needs:

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