Our Impact
Case Studies

Leadership for Improving Frontline Talent (LIFT)
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The LIFT programme was developed by the South West Leadership Academy (SWLA) in order to better equip clinical and non-clinical leaders with the ability, skills and confidence to meet individual and team goals in respect of leading high quality and compassionate care. LIFT is open to clinical and non-clinical staff who are in a position where the success of a service depended on their leadership.

We aim this programme at clinical and non-clinical leaders who are leading improvements in clinical care and health and social care outcomes. Participants should be in a role where the success of a service depends on your leadership. Examples include clinical directors, ward sisters, commissioners, specialty leads, GPs, practice managers, service improvement managers, business managers, ward and department leaders, team leaders and mid-senior level executives.

There is overwhelming support and enthusiasm for LIFT from participants, programme delivery teams and commissioners. This can be seen in the following data & feedback from our focus groups:

“"It’s really made me think about others and how I would feel if I was being treated like this [provides an example of making time to listen to a colleague even though he was extremely busy] just by taking that bit of time, by closing down my emails and concentrating on my colleague, I know that it was appreciated and he felt valued. I’ve not always done that in the past but I do now.”

[Exeter participant]

“"I’ve changed the way I start my day. I realise that if I set the tone of the day by taking time to treat people like people, like human beings and show some interest in them as people, more often than not they’ll respond positively.”

[Bristol participant]

“"It’s communication and awareness and that’s showing people that you understand that their problems are every bit as real and pressing to them as your problems are to you.”

[Exeter participant]

“"I’ve made some really small but really, really powerful changes...”

[Bristol participant]

“"I’m more aware of the need to trust people, to let them make decisions or at least to enable them to take part in the decision making process.”

[Bristol participant]

“"I loved LIFT, it’s brilliant. I want everyone to do it. It’s helped me so much but, look, I feel as if LIFT helped me build a life raft to help me out of problems with leadership. But, now I’ve got this life raft no one is interested in where I go with it or what I do with it, or who else I put on it.”

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