Coventry University

Professional Experience with Health and Social Care Organisations as an Innovation and Enhancement in the up-skilling of future generations of global health leaders

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CELEBRATING
175
YEARS

What is professional experience?

- Postgraduate Healthcare Management students – mostly international students

- 6 month placement with a partner organisation who treats the student as an 'employee' to develop their overall workplace experience

- Full recruitment process – CV, Covering Letter, Interview Stages

- Usually concentrate on a project that adds value back to the organisation

Skills Developed through Professional Experience

- ✓ Communication (Verbal and Nonverbal)
- ✓ Team working
- ✓ Problem Solving
- ✓ Negotiating
- ✓ Initiative
- ✓ Enterprise (Commercial Awareness)
- ✓ Planning and Organising
- ✓ Self-Management
- ✓ Self-Motivation
- ✓ Flexibility
- ✓ Self-Awareness
- ✓ Decision Making

Gold for outstanding teaching and learning
Teaching Excellence Framework (TEF)

Top 4 for Student Experience Teaching Quality
The Times and Sunday Times Good University Guide 2017

Ranked No.12 UK University
Guardian University Guide 2018

Process of Professional Experience

Five workshops

1. "Making yourself stand out" - CV, Covering Letters
2. "Becoming a strong candidate" - Interview techniques and preparations
3. "Becoming Professional" – using the Healthcare Leadership Model for self-development, setting goals and actions
4. "Being a reflective person" – reflective practice, portfolio building using online system 'Mahara'
5. "Ready for Experiences" – what it means to be professional in the workplace, networking

- Follows Kolb's (1984) learning cycle

- Workplace Mentor and Academic Supervisor

- Learning agreement at the beginning, reviewed by workplace mentor

- Portfolios bi-weekly

- Leading to support dissertations

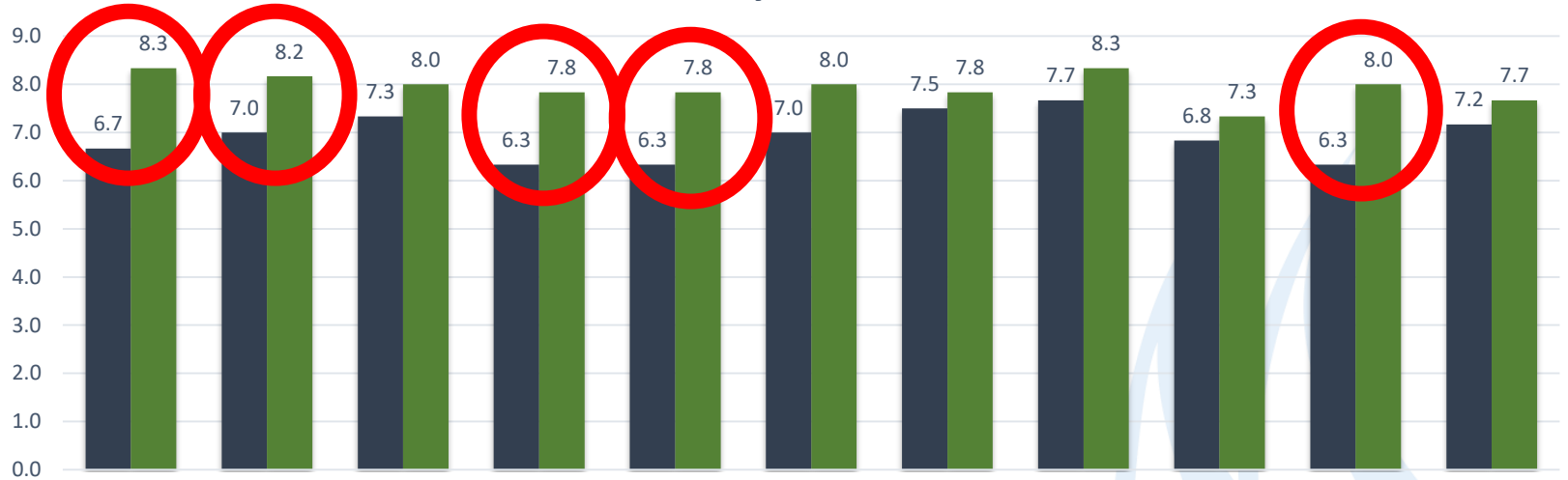# Using Simulation to enhance skills

Some skills not developed in the workplace due to a lack of exposure. Virtual Reality packages can support these skills:

- Conflict Management
- Escalation
- Managing upwards
- Patient Interactions
- Health and Safety
- Difficulties with a peer

Study Findings

Ability

Circled categories: Communication, Team working, Negotiating, Initiative and Enterprise, Self-Awareness

Before / After

Study Findings

Confidence chart (Before vs After) showing values:

- Communication (Verbal and Non-Verbal): 6.3 / 8.0
- Team working: 6.3 / 8.2
- Problem Solving: 6.5 / 8.2
- Negotiating: 6.0 / 7.8
- Initiative and Enterprise: 5.8 / 8.3
- Planning and Organising: 7.0 / 8.0
- Self-Management: 7.5 / 8.0
- Self-Motivation: 7.3 / 8.2
- Flexibility: 6.8 / 8.2
- Self-Awareness: 6.8 / 8.3
- Decision Making: 6.3 / 8.0
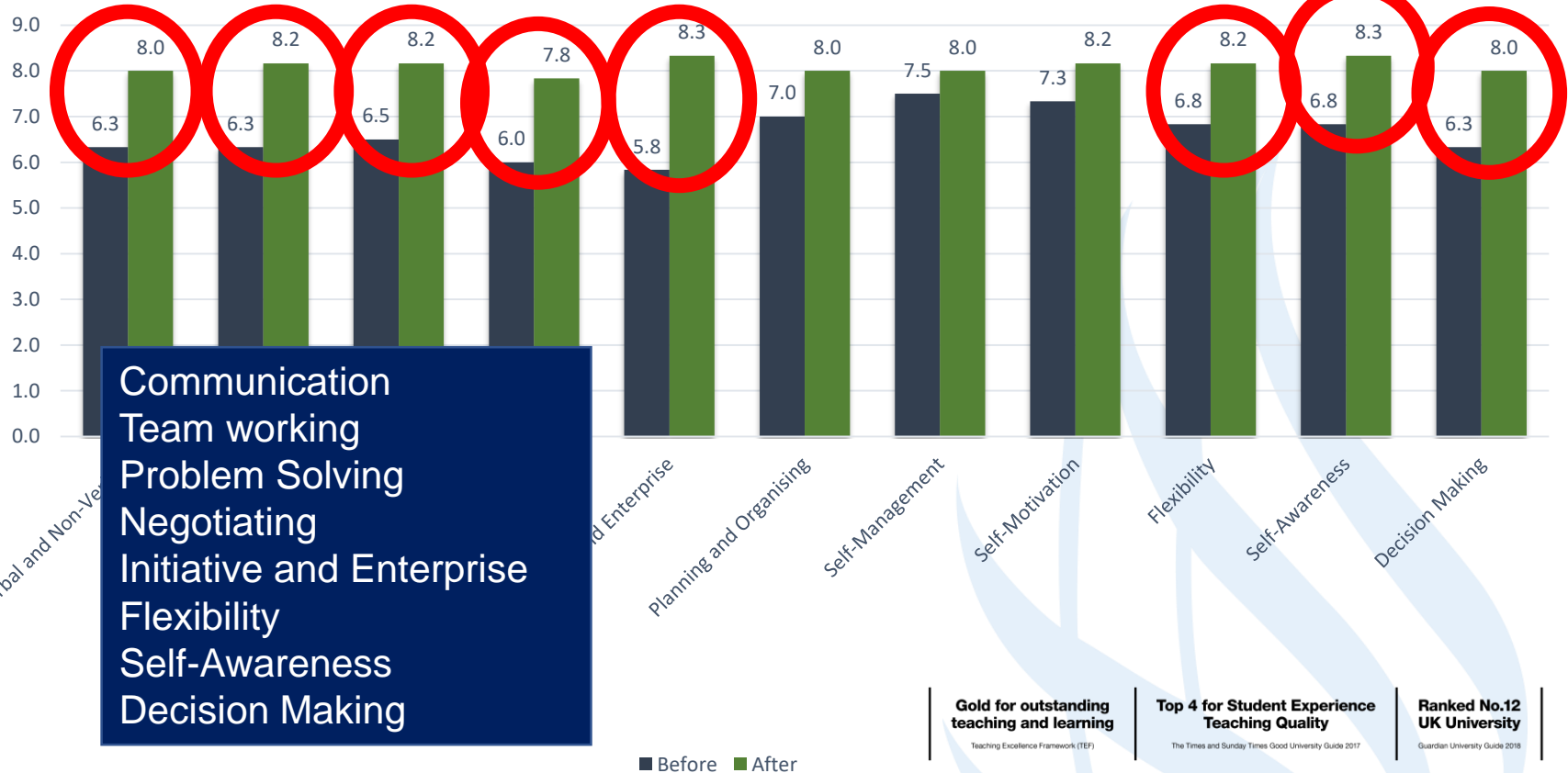
Communication
Team working
Problem Solving
Negotiating
Initiative and Enterprise
Flexibility
Self-Awareness
Decision Making

Before ■ After

Feedback from Partners Involved

> Welcomed the opportunity to increase leadership and management capacity within their teams

> Wanted a selection process, not just an allocation

> Underestimated the level of support they would need to give the students

> Had concerns regarding language skills, particularly colloquialism, and the impact on confidence in the workplace

> Learnt about different cultures and developed a more culturally aware workforce

> But…they all came back for more!

Learning for the University
Three-way investment and ownership

Student

Recruitment
Employability Support
Personal Reflection

Aligning expectations

Host

Relationship
Management
Right fit
Cultural competency

University

Preparation

Support
Monitoring
Building Trust
Academic and visa regulations

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Future Direction

- Continues to grow as a popular means of gaining experience

- Challenge in meeting demand whilst maintaining an authentic and meaningful placement

- To increase international partnerships and inter-cultural placements

- Developing clinical placements for students with professional background

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Thank you for listening

@CUHealthLeaders