HS360 Nurse Leaders - 360 degree feedback

Competency Framework
You must complete all mandatory competencies and can select between 1 and 14 optional ones.

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Mandatory Competencies

Optional Competencies - you can choose between 1 and 14 of these

Personal and Professional Development
Personal growth, and developing others to improve the quality of service provision.
- Creates an environment which encourages people to learn and develop
- Ensures people have the right level of training and experience for what they are being asked to do
- Identifies own development needs and sets personal development objectives
- Maintains own expertise giving a credible clinical / managerial presence
- Reflects and evaluates own application of knowledge and skills to meet work demands
- Supports others in learning from mistakes
- Understands and effectively adopts evidence and research based practice

Learning and Development
Formal and clinical education and development of team
- Engages participants and holds their attention
- Is a popular and effective clinical educator
- Prepares thoroughly for teaching / learning activities
- Provides effective mentorship to others in the clinical environment
- Recognises an individual's particular needs and uses varied teaching strategies to meet learning objectives
- Seeks feedback from learners to ensure effective learning
- Understands, shares and effectively adopts evidence and research based practice
- Undertakes regular appraisal and ensures team have personal development plans
- Uses own knowledge confidently and adapts delivery style to suit the participants

Communication
Maintaining effective communication wherever it takes place
- Actively encourages others to communicate effectively
- Actively listens to others and considers their views
- Asks questions to check own understanding and ensure others views have been expressed
- Communicates in a manner appropriate to the situation and people involved
- Keeps written records of communication where appropriate
- Recognizes barriers to effective communication and modifies own approach
- Uses written and electronic communication methods to convey information in an appropriate and professional manner

Managing Services
Management skills to ensure smooth running service
- Addresses issues or individuals who put team performance at risk
- Adopts a fair and consistent approach to staff
- Ensures team members have regular appraisal and personal development plans
- Manages operational pressure in a calm and effective manner
- Monitors the use of resources in the department and takes action to reduce waste where necessary
- Understands own role in organisation and escalates information as appropriate
- Uses own and others time effectively

Autonomous Practice
Advanced clinical and diagnostic skills
- Actively seeks feedback from others and uses it to enhance clinical performance
- Ensures patients and carers understand their diagnosis and are involved in deciding their treatment plan where appropriate
- Identifies when care falls outside of own expertise and refers appropriately
- Prescribes treatment using best evidence and good practice guidance
- Understands and complies with legislation and local policy regarding clinical practice
- Undertakes and uses audit to inform clinical practice
- Uses expertise to obtain a clinical / social history, initiate appropriate investigations, identify working diagnosis and create a treatment plan

Self Awareness & Impact on Others
Understanding and managing one's own behaviour, and creating a positive impact on others.
- Admits mistakes and takes corrective action
- Makes a positive impact on first impression
- Manages own emotions appropriately for the situation
- Responds constructively when under pressure
- Shows awareness of own behaviour and how it impacts on others
- Understands own personal strengths and uses them constructively
- Utilises own and others time effectively

Team Working and Relationship Building
Engaging, working with and motivating others within a team
- Creates and maintains trust in work relationships
- Develops and uses personal network constructively
- Liaises across departmental / organisational boundaries to create good partnership working
- Motivates the team and helps to maintain morale
- Resolves interpersonal conflicts before they get out of hand and achieves positive outcomes
- Shares information effectively to enable all members of the team to participate in decision making
- Works effectively as a member of formal and informal teams

Leadership and Inspiring Others
Influencing and motivating others to work towards corporate and professional goals
- Acts as a positive role model
- Creates an environment where individuals feel safe and able to participate
- Encourages others to develop and use their expertise
- Has a visible presence as a leader within the department / organisation
- Inspires people to work towards a shared vision or goal
- Provides clear direction for clinical team focusing activity towards an identified objective
- States own views clearly and can back them with evidence where appropriate

Clinical Expertise
Delivering expert clinical care including assessment, planning, intervention and quality for patients
- Documents care interventions in line with policy and professional code
- Effectively undertakes a range of care interventions appropriate to role and scope of practice
- Identifies and manages changing clinical priorities in a safe, calm manner
- Identifies the signs indicating people may be at risk and in need of protective intervention
- Involves patients and carers in care planning decisions ensuring their individual needs and wishes are considered
- Monitors the effectiveness of treatments / interventions, and works within agreed clinical guidelines and protocols to make changes when needed
- Uses clinical expertise to assess the range, sequence and urgency of intervention activities needed
Integrity, Equality and Diversity
Acts with integrity in ways which support equity and diversity
- Assists individuals in exercising their rights to equality where appropriate
- Challenges inappropriate or unjust behavior and situations.
- Consistently respects and acknowledges other peoples values and beliefs
- Is open honest and inclusive
- Stands up for beliefs even when unpopular to do so
- Understands how own behaviour impacts on others
- Uses personal and positional power responsibly

Patient Focus and Quality
Maintaining high quality in all areas of work and practice
- Consistently carries out work in a manner which maintains quality
- Listens and talks to patients / service users to resolve any dissatisfaction or conflict at the time it occurs
- Responds appropriately to complaints or concerns from other departments
- Tackles poor performance constructively
- Takes responsibility and accepts accountability for own actions and decisions
- Treats patients and service users with dignity and respect
- Understands quality standards and ensures that they are maintained

Service Improvement and Change Management
Leading and maintaining change to support service improvement
- Challenges existing practices appropriately
- Encourages ideas and practical solutions to create service improvement
- Inspires others with vision for future
- Is able to use topical and high profile issues to promote service improvement
- Takes responsibility for implementing change in own work area
- Uses knowledge and feedback from patients to create service improvement

Governance and risk management
Individual and corporate accountability, maintaining and promoting health safety and security in the organisation
- Accepts accountability for service standards
- Challenges others who put the health and safety of users or workers at risk
- Clearly defines boundaries of acceptable behaviour
- Identifies and minimizes clinical and environmental risk effectively
- Monitors work environment and practices to ensure they are safe
- Understands and conforms with infection control policies
- Undertakes work activities in a manner consistent with legislation, policies and procedures

Financial Awareness
Understanding and effective use of allocated budget and reduction of waste
- Identifies where costs can be reduced without impacting on the quality of the service
- Monitors the use of bank and agency staff to prevent excessive cost
- Monitors the use of resource in clinical area / department and takes action to reduce waste where necessary
- Understands and adheres to organisational financial policies and financial regulation.
- Understands and works within allocated budget
- Understands how organisational business planning impacts on planning for own department.
- Understands how to use topical and high profile issues to influence funding decisions

Free Type Questions
- what does <NAME> do well that you would like them to do more of?
- what you would like <NAME> to do differently or stop doing?

Relationships
- Peer
- Colleague