

MATRONS BRAVER LEADER PROGRAMME

DEVELOPED BY

Professor Lynda Holt
CEO, Health Service 360



Matrons and Heads of Service sit at the point where culture, safety, and delivery meet. They absorb pressure from every direction, every day, and the way they lead directly shapes patient experience, staff retention, and organisational performance.

This is a deep, practical, and human development experience designed to build leaders who maintain authority without losing humanity, stay calm and decisive under pressure, and create cultures people want to work in.

WHAT MAKES THIS DIFFERENT?

The programme combines behavioural science with lived NHS leadership experience. It is specifically designed for the leadership reality of today's NHS; tight budgets, shifting priorities, high user expectations, sometimes in emotionally charged environments, with tired, overwhelmed staff.

It is based on the ICARE Braver Leaders Framework and maps to the 10 key skills and roles in the Matron's Handbook (2021). It creates the space, structure, and support leaders need to grow into people who shift culture, drive quality, and empower their teams.

This is future-proofing your organisation by equipping the leaders who hold it together.

PROGRAMME AT A GLANCE

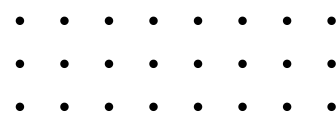
- 8 in-person workshops across four modules
- 4 peer mentoring groups to build networks and shared practice
- 1:1 coaching for personal growth and clarity
- 360 feedback & Insights Discovery to deepen reflection
- An online hub with resources, discussion, and facilitator access

WHO IS THIS FOR?

Matrons / Heads of Service who are:

- Open to reflection, challenge, and growth
- Prepared to explore current behaviours, challenges and aspirations
- Willing to work collaboratively with fellow programme participants
- Ready to strengthen their leadership impact
- Able to apply learning through a workplace project
- Supported by their line manager to participate fully





PROGRAMME OBJECTIVES

Individual participants will undoubtedly take what they individually need from this programme, and it is anticipated that the programme will also:

- **Strengthen personal leadership presence** by developing confidence, authority, and authenticity especially in high-pressure environments.
- **Deepen reflective practice** by creating space to process experiences, make sense of complexity, and grow from it.
- **Expand capability in the Matron role** by applying the Matron's Handbook (2021) with clarity and purpose.
- **Lead with emotional agility** aiming to balance compassion with accountability when facing conflict, uncertainty, or rapid change.
- **Communicate with impact** to engage teams and colleagues through clear, courageous, and values-driven dialogue.
- **Build healthy work cultures** by shaping workplaces so staff feel valued, safe, and able to contribute.
- **Navigate performance demands and care standards** by leading care that delivers tangible patient, staff, and organisational outcomes and continues to shape the future of care.
- **Develop collaborative networks** by forging strong peer and cross-system relationships to share good practice and strengthen leadership impact.
- **Role model resilience** by looking after own wellbeing, setting good boundaries and being aware own behaviour

Your Investment: £3950 per person

Minimum cohort size 15, maximum 25

Excludes VAT and any travel, accommodation & room hire costs

PROGRAMME LEADERS



Professor Lynda Holt

CEO, The Braver Group and Honorary Professor of Social Leadership, University of Salford

Lynda is a cultural force in leadership. She has led through crisis, conflict, and complexity for over 30 years, as an emergency care clinician and in the boardrooms of national systems. She brings operational credibility, emotional fluency, and the kind of challenge that clears the air and enables movement.

Where things are messy, emotional or misaligned, Lynda works with you to clear the noise, make brave decisions, and create cultures people want to belong to.

Lynda holds the kind of space that makes change unavoidable.

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Professor Brian Dolan OBE

Director, The Braver Group, Professor Coventry University and Honorary Adjunct Professor of Innovation in Healthcare, Bond University.

As the originator of #EndPJparalysis and The Last 1000 Days, his work has sparked culture shifts and patient flow improvements in hospitals across the globe, including mobility challenges and Global Deconditioning Summits

With over 40 years in healthcare, he focuses on system redesign, culture change and patient flow, translating big ideas into practical, everyday leadership strategies that health professionals can actually use.

Brian is a sought after speaker who has authored numerous nursing leadership and emergency care books. He was awarded an OBE in 2019 by HM the Queen 'For Services to Nursing and to Emergency Care'.

Brian believes better care begins when leaders are brave enough to act.

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Programme Outline

MODULE 1

You As A Leader:

- 10 Key Roles of Matron
- Principles of I CARE
- Understanding Your Impact
- Leading People
- The Power of Narrative



MODULE 2

Leading Change:

- Exploring Patient Experience
- Continuous Quality Improvement
- Valuing Time
- Collaborative Working
- Introduction to Projects



MODULE 3

Building Healthy Workplaces:

- Creating Healthy Cultures
- Managing Performance
- Healing Conversations
- Emotional Agility



MODULE 4

Sustaining Success:

- Operational Oversight
- Being a Change Activist
- Growing Your Team
- Show and Tell Project Presentations

PEER MENTORING GROUPS

(4 x 1.5hrs online each month)

These are a critical part of the programme. They offer you the opportunity to collaborate, work through challenges, share successes and build peer to peer support. Attendance at these is expected.

1:1 COACHING

2 x 75 min Coaching Session

(delivered online)

These are designed to help you get the best from your 360 feedback and creates the space for you to discuss what matters to you. Your coach will help you to identify and plan your own development.

SUPPORTING TOOLS

360 Feedback

This will be introduced at the beginning of the programme so that participants can explore their feedback during their coaching session.

Discovery Profiling

Helping you to understand how you communicate and recognise how to get the best from others.

LEARNING LIBRARY

Available through Braver Learning platform once you've completed the first module.



WHEN LEADERS GET BRAVER, EVERYTHING CHANGES

The Braver Group is a movement disguised as a company. We work with the humans behind the titles, the ones making tough calls, holding messy conversations, and trying to lead without losing their soul.

Leadership is about who you are not just what you do.

For two decades, we've helped senior leaders ditch the performative noise, break patterns that keep them stuck, and build cultures that actually feel good to work in.

Our work is grounded in behavioural science, our programmes, like ICARE, mix challenge with care, make space for reflection and growth, and equip people to be braver, more impactful, and embrace their humanity.

The founders, Professor Lynda Holt and Professor Brian Dolan OBE, bring decades of experience in leadership, healthcare and education, and have influenced working lives of thousands of leaders.

With a small, beautifully curated team of coaches and facilitators, the Braver Group is on a mission to reshape the future of leadership.

Your future depends on the leaders you grow.

BRAVER LEADERS

www.healthservice360.com

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