

Whether you're leading a team, a service, or a whole organisation, our programme will inspire, build confidence, and provide practical tools to lead with purpose when it matters most.

29th – 30th April 2026

ExCeL London,

1 Western Gateway, London E16 1XL

Wednesday 29th April 2026

Start time	Finish time	Session title	Session Description	Speaker Name	Job title
10:10	10:15	Welcome and opening remarks			
10:15	10:45	How To Lead with Compassion in Times of Change	Objectives: Explore compassion in leadership during uncertainty; inspire leaders to embed empathy in culture. Learning Outcomes: Understand impact of compassionate leadership; identify strategies for leading with empathy; recognise compassion as a driver of resilience.	Sue Jones MIHSCM	Director for Social Care
11:00	11:30	How To Manage Change in Uncertain Times	Objectives: Examine change management principles; provide tools for navigating uncertainty; explore adaptive leadership. Learning Outcomes: Apply structured approaches to change; recognise barriers and strategies; build confidence in leading teams.	Jon Wilks MIHSCM	CEO
11:45	12:15	How To Communicate Under Pressure	Objectives: Explore communication strategies in high-stress environments; provide tools for clarity; emphasise transparency. Learning Outcomes: Demonstrate effective communication; recognise importance of tone and empathy; apply techniques to reduce miscommunication.	Toluanimi Odupitan MIHSCM	Senior Care Coordinator, and Tour Operations Lead
12:30	13:15	Round Table: How to Use Compassionate Communication to Support Self-Managing Teams	Objectives: Share practical approaches to compassionate communication; “how to” strategies that empower teams to self manage with trust and empathy; and explore inclusivity and psychological safety as foundations for effective collaboration. Learning Outcomes: Recognise how compassionate leadership practices strengthen resilience and cohesion; foster environments where teams feel safe to self manage and innovate; and develop inclusive, values based leadership habits that can be embedded in everyday practice.	Sue Jones MIHSCM	Director for Social Care
				Trudie Fell FIHSCM	CEO
				Palvi Dodhia FIHSCM	Co-Founder and COO
				Jasmeet Rai FIHSCM	Social Care Innovator and Consultant
				Sara Booth MIHSCM	Managing Director
13:30	14:15	Round Table: How To Apply Systems Leadership in Practice	Objectives: Discuss systems leadership; explore practical examples; highlight collaboration across boundaries. Learning Outcomes: Understand systems leadership principles; identify opportunities for collaboration; apply systems thinking. Key Questions: 1. What does systems leadership look like in practice? 2. How can leaders build trust across boundaries? 3. What skills are essential for systems leadership? 4. How can systems leadership improve outcomes?	Jon Wilks MIHSCM	CEO
				Sonia Rai FIHSCM	Director
				Craig Oates MIHSCM	Senior Healthcare Advisor and Independent Advisory and Consulting
				Daniel Casson	

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14:30	15:00	How To Practice Compassionate Leadership	Objectives: Explore practical applications of compassion; provide tools for embedding empathy; highlight authentic behaviours. Learning Outcomes: Apply compassionate leadership daily; recognise impact on morale; develop strategies for authentic care.	Dudley Sawyerr FIHSCM	Director
15:10	15:30	How to Build an Effective Team	Objectives: Provide leaders with practical tools for strengthening trust, alignment and psychological safety. Showing how effective team foundations support staff wellbeing and adaptability. Learning Outcomes: Identify the core components of an effective team and how they apply in health and care settings. Apply practical techniques for improving team cohesion, trust and collaboration. Understand how GSTT's approach can be adapted to different organisational contexts.	TBC	
15:40	16:00	How to Build Resilient Teams in Complex, High Pressure Environments	Objectives: Explore leadership behaviours that strengthen team resilience in challenging or uncertain environments. Demonstrate how compassion, clarity and consistency support staff wellbeing, confidence and psychological safety. Share practical approaches for reducing anxiety, uncertainty and overwhelm within teams. Encourage cross sector reflection on how resilience principles from supported housing and mental health can be applied more widely. Learning Outcomes: Identify practical approaches for reducing anxiety, uncertainty and overwhelm within teams. Apply values led leadership principles to build trust and psychological safety. Reflect on how real world examples from supported housing and mental health can inform cross sector practice.	Ingrid Tennessee MIHSCM	CEO
16:00	16:05	Closing remarks			

Thursday 30th April 2026

10:15	10:30	Welcome Back & Recap			
10:30	11:00	How To Build Emotional Intelligence for Resilient Leadership	Objectives: Explore emotional intelligence as resilience foundation; provide tools for self-awareness; highlight empathy. Learning Outcomes: Recognise EI's role in leadership; apply EI to build resilience; strengthen self-awareness.	Claire Mould FIHSCM	Founder and Director
11:15	11:45	How to Build Thriving Teams Through Recruitment, Communication & Compliance	Objectives: Explore how marketing, recruitment and compliance can work together to build strong, confident and resilient teams. Demonstrate how clarity, consistent standards and values led communication shape organisational culture and reduce pressure, conflict and uncertainty. Provide practical, transferable approaches that leaders can apply to strengthen team cohesion and psychological safety. Learning Outcomes: Identify practical communication strategies that support teams during high pressure or complex situations. Understand how consistent standards and clear expectations reduce conflict and build psychological safety. Apply values led recruitment and supportive compliance approaches to strengthen team confidence and cohesion.	Liz Young	Head of Marketing & Recruitment
				Claire Skilton MIHSCM	Head of Compliance

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11:55	12:15	How To Build a Resilient Organisation Through People-First Leadership	Objectives: Share a real world case study of how a values driven, happiness focused culture can strengthen team and organisational resilience. Demonstrate how culture, recognition, and psychologically safe leadership can create the conditions for resilience to grow. Learning Outcomes: Identify practical, people centred approaches that build resilience in teams and individuals. Recognise how organisational culture and leadership behaviours influence wellbeing, retention, and performance. Understand the impact of recognition, belonging, and psychological safety on workforce stability.	Freya Bleakley MIHSCM	People Director
				Rachel Law MIHSCM	CEO
12:30	13:15	Round Table: How To Build Resilience in Teams and Individuals	Objectives: Share strategies for building resilience; explore wellbeing and sustainability. Learning Outcomes: Recognise resilience as leadership priority; apply resilience techniques; strengthen culture. Key Questions: 1. What does resilience mean in practice? 2. How can leaders support personal and team resilience? 3. What role does culture play in resilience? 4. How can resilience be sustained long-term?	Sue Jones MIHSCM	Director for Social Care
				Jasmeet Rai FIHSCM	Social Care Innovator and Consultant
				Dr Chloe Sellwood MIHSCM	Assistant Director Emergency Preparedness, Resilience and Response (EPRR)
				Dr Nat Masters MIHSCM	Head of Services
				Charlene Adutwim MIHSCM	Regional Business Manager (Mid & South Essex Reablement)
13:30	14:00	How To Optimise Medicines to Improve Safety, Flow, and Workforce Wellbeing	Objectives: Explore medicines related challenges across the hospital–community interface. Highlight the operational and emotional impact on nurses, patients, and multidisciplinary teams. Share practical examples of system improvements that reduce pressure and improve care. Discuss opportunities for cross sector collaboration Learning Outcomes: Recognise key medicines optimisation challenges affecting staff workload and patient experience. Understand the impact of poor interface processes on stress, conflict, and communication. Apply practical strategies to improve medicines flow and reduce avoidable pressure. Identify opportunities for collaborative improvement across services	Seema Buckley MIHSCM	Chief Pharmacist & Director of Medicines and Pharmacy, Honorary Professor of Pharmacy & Pharmacogenomics, and Healthcare Adviser & Programme Management
14:15	14:35	How To Lead with Authentic Courage in Tough Times	Objectives: Share lived-experience and real-world examples of courageous leadership; provide inspiration; highlight resilience in adversity. Learning Outcomes: Recognise importance of authenticity; apply courageous leadership principles; strengthen confidence in adversity.	Hayley Robertshaw FIHSCM	CEO
14:35	14:45	Closing plenary and reflections			