

Case study 10: Royal College of Nursing board member training



Royal College of Nursing

"Any organisation facing an uncertain operating context would benefit from Unique Solutions' input." says Karen Webb, Regional Director of the RCN Eastern Region.

The Royal College of Nursing (RCN) is the largest professional union of nursing staff in the world. In 2002 they replaced central control with 12 elected regional boards and the Director of the newly elected Eastern Region board again turned to Unique Solutions to help the new board members - all practising nurses - develop the skills and knowledge needed.

"The new board members already possessed most of the necessary skills and abilities, but didn't know it!" explains Unique Solutions Event Manager Helen Parker. "The training was specially designed to transfer their valuable knowledge and strengths into a new environment as well as inspire them to take on fresh approaches to problem-solving and decision-making. We helped them to adapt and build on their capabilities for the challenges they would meet as board members, such as budgeting and financial management, decision-making, problem-solving and more."

Five years later, the Eastern Region is seen within the RCN as being one of the most innovative of the regions, pioneering new organisational systems and ways of working. Unique Solutions continues to work with the Eastern Region of the RCN and this long-term relationship has enabled them to develop a thorough, in-depth understanding of the workings, culture and needs of the organisation, so that they can deliver training that is ever more relevant and targeted.

"Every year our joint working with Unique Solutions has reinforced our strengths and challenged us to turn over stones and check out what we found, but we have always felt that there was a safety net being provided and that their patience, humour, inclusive style and warmth rendered us incapable of failure."



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