



Relational +
Restorative
Thinking

Relational Leadership NHS Leaders bands 6 & 7

12-month online Leadership Course

Starts 6th April 2026

Further start dates in 2026



Innovation
Awards 2018

WINNER

Transforming and Innovating Public Services Award

Relational Leadership in healthcare

In the high-pressure environments of healthcare, leaders, managers and staff face daily challenges that can strain working relationships and impact patient/family care.

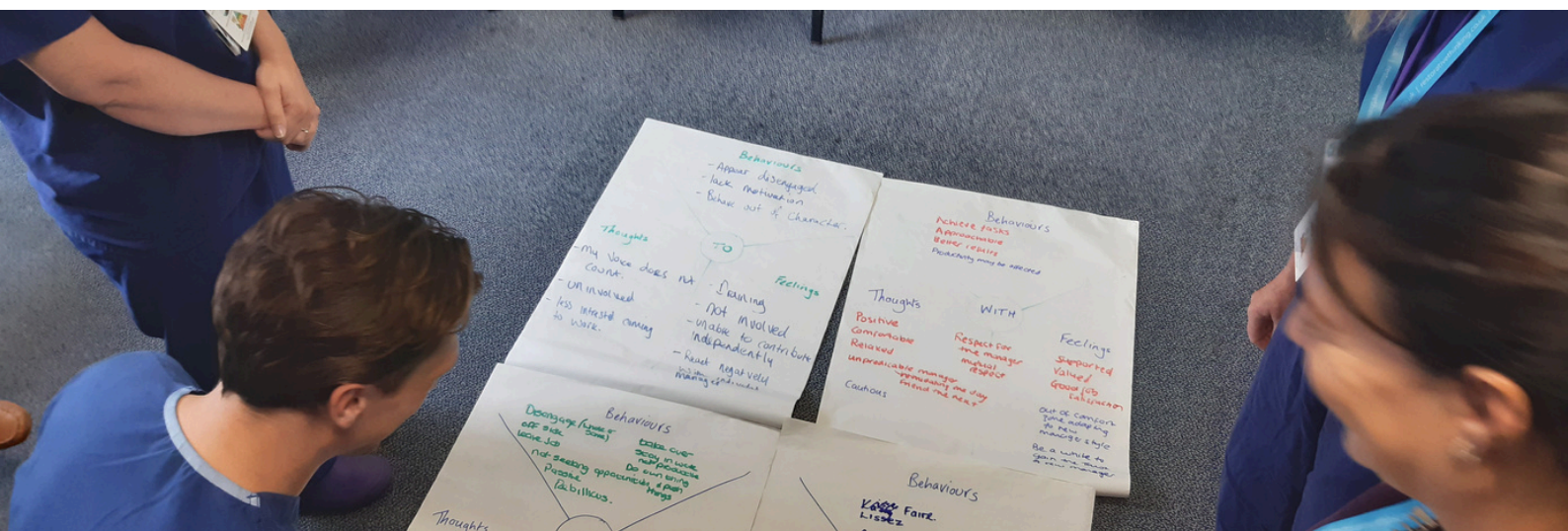
Stress, conflict, and miscommunication can reduce team effectiveness, create silos and undermine well-being. In turn, this can affect how staff collaborate, how included they feel, and ultimately, the experiences of the patients and families we serve.

Restorative and relational knowledge, understanding and skills help to repair relationships after conflict, build trust across departments, and sustain a culture of compassion and collaboration.

This course develops leadership strengths in:

- Understanding the root causes of confrontation and conflict
- Confidence in handling confrontation and conflict
- Tools for constructive communication and accountability
- Techniques for rebuilding trust after disagreements
- Strategies for fostering inclusive and supportive team cultures
- Improved problem-solving with colleagues

We anticipate learning from this programme will ripple outwards, improving communication within teams, reducing confrontation and conflict, and creating a more positive environment for staff, patients, and families.



Relational Leadership

Evolving Evidence Base

Recent feedback from those accessing our online courses and workshops:

"One of the most useful and informative training sessions! Excellent skilled facilitators. RRP is a key life skill and workplace philosophy which we need to amplify." (Jennifer Pearson, BAME Nurse of the Year 2022, November 2025)

"It introduces a simple framework that helps us reflect on whether we're working with, to, for, or not (with) others, based on the balance of expectations and support. It's especially useful for improving communication and resolving conflict." (Anonymous online feedback, December 2025)

"I liked the behavioural window, it's nice to have shared vocabulary for that." (Anonymous feedback, March 2025)

"I particularly liked the relational window work; this enabled me to reflect on myself as a leader and how I may move and adjust through the different stages. It was good to see where I fit and to be mindful of how I respond in certain situations." (Anonymous feedback, July 2025)

"I wanted to share that I already love this and will be adapting into my practice and how as a trust we can incorporate it more." (Clinical Nurse Specialist, January 2026)

Introducing and embedding restorative practice with an NHS Trust, interim outcomes (May 2024)

101 responses	Quite well %	A lot %	Combined
I have learned how to build better working relationships.	29.9	53.7	83.6
I feel better able to problem-solve with colleagues.	36.5	47.1	83.6
I feel better equipped to plan for, and have, conversations that are difficult.	35.05	48.45	83.5
I understand how restorative practice can help me and my team to develop better psychological safety.	33.5	55.15	88.65

Course structure

- Access to online modules with a framework and timetable for guidance. 10–20 mins per week online (on-demand) learning for the first 5 months.
- Monthly 2-hour teams sessions, to introduce the underlying philosophies of this discipline and to apply learning from the online course to role/s.
- Teams sessions also allow course facilitators to model the language and processes introduced in the online course.
- Maximum 12 participants.

Relationships for Change



**Relational +
Restorative
Thinking**

On-demand online programme to introduce practical skills that promote better relationships and connections

<https://restorativethinking.co.uk/>



**Royal College
of Nursing**

RCN ACCREDITED

RCN Accredited until 24 March 2026

Accreditation applies only to the educational content and not to any product
RCN cannot confirm competence of any practitioner

What's covered?

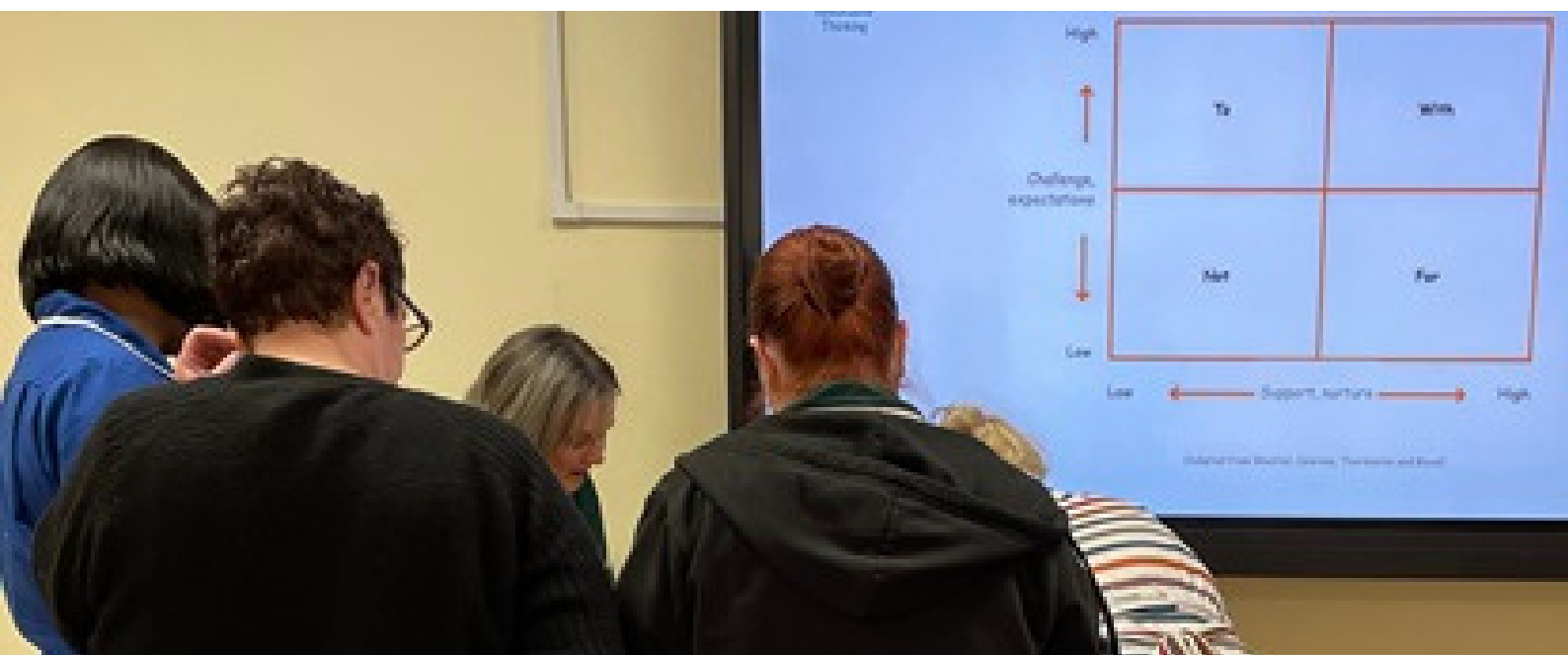
- Strengthening your existing leadership practice through relational theory, evidence and practice, with a focus on self-awareness, strong interpersonal and communication skills, professionalism and fairness, multi-professional team-working and the confidence to question and challenge.
- Understanding more about your team/department and what it means to work 'with' colleagues more effectively.
- Change management – challenges related to change, and your relationship to them.
- Enabling positive and productive changes with your team(s), organisations, services and patients in areas such as increasing staff morale, collaboration, accountability, problem-solving, improving patient experience.
- Improving your personal impact to help enable progress with your team(s) and inspire your organisation to build a culture of inclusive, people-centred, patient-centred care.
- Focusing on helping you to become more resilient and able to meet the demands of working in often high-pressured healthcare environments.
- Focusing on your own behaviours and challenges to improve organisational outcomes, patient care and patient safety.





Your facilitators Lesley Parkinson, Gail Porter and Christine Savage-McMahon have been introducing and embedding relational and restorative practice across Public Services for over 14 years and with NHS leaders, managers and staff, both clinical and operational roles.

We have all undertaken leadership roles in Public Services and we draw on our own experiences of successes and challenges in addition to inviting your insights and obstacles.



To book your place, please send an e-mail to:

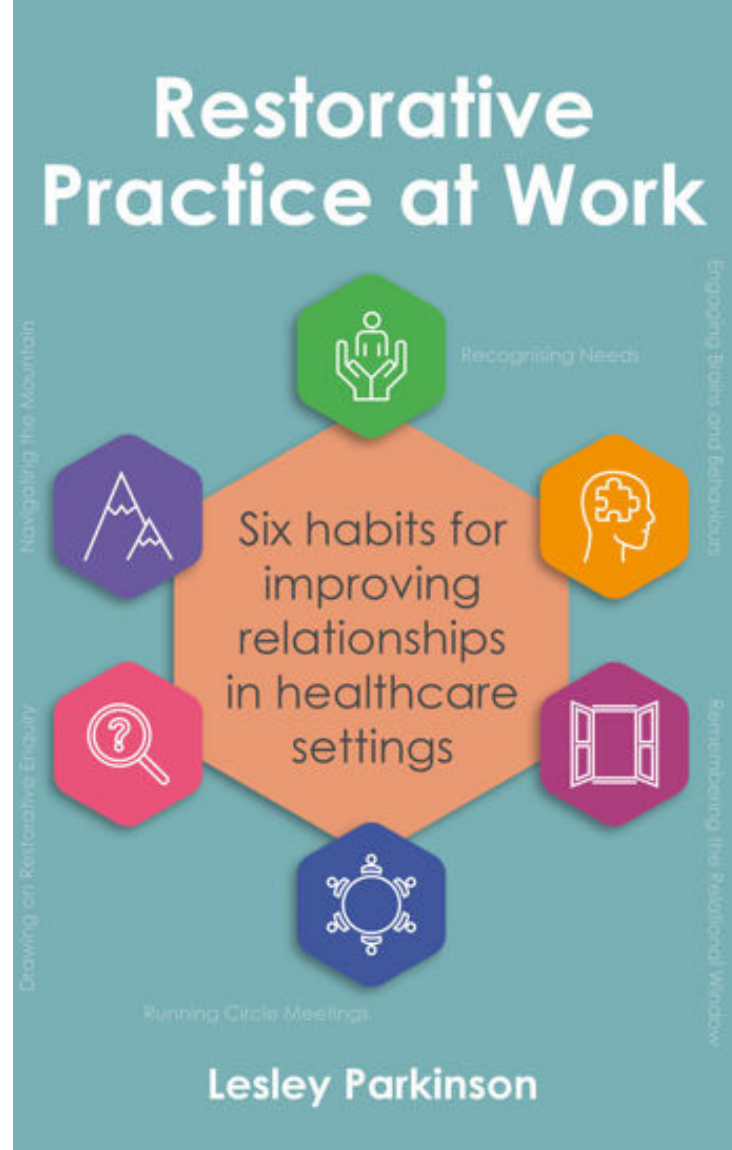
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Cost per person: £1,275 plus VAT

- Course starts 6th April 2026, ends 31st March 2027
- Max 12 participants per course

Booking Terms & Conditions

- Your place will be confirmed when Restorative Thinking receives payment or the production of an official purchase order. Please DO NOT book a place unless you have approval from your manager AND confirmation that your trust are willing to pay your course fees.
- Once your place is confirmed, you will be notified by e-mail. Please ensure that we hold a valid email address and mobile contact number for you.
- Payment must be made before the course commences. We reserve the right to cancel a booking in the case of non-receipt of payment.
- Joining instructions will be sent via email two to four weeks before the course commences.
- In the event of a cancellation: A charge of 25% of the course fee will be made for cancellations up to 6 weeks prior to the workshop date; a charge of 50% of the course fee will be made between 4 and 6 weeks prior to the workshop; no refund will be given for cancellation within 4 weeks of the workshop; suitable replacement delegates will be accepted up to 3 days prior to the course.



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