Advanced Healthcare Safety Culture Leadership Training Course

29 March – 2 April 2027
Kuala Lumpur

AGILE LEADERS
Training Center

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Ref: 1315_197197 **Date:** 29 March – 2 April 2027 **Location:** Kuala Lumpur **Fees:** 5200 Euro

Overview

Advanced Healthcare Safety Culture Leadership Training Course is a one-week course for healthcare managers, clinical leaders, and assurance teams that leave with a Healthcare Safety Culture Improvement Portfolio. Participants connect patient safety culture, leadership behavior, AHRQ SOPS 2.0 assessment, just culture, psychological safety, TeamSTEPPS teamwork methods, event reporting, and organizational learning. The approach turns workforce perceptions and operational evidence into governed improvement priorities. Agile Leaders Training Center presents healthcare safety culture leadership as a measurable management discipline.

Who Should Attend

- Functions responsible for healthcare strategy, leadership behavior, and safety priorities
- Clinical groups responsible for team communication, handoffs, and speaking up
- Quality and patient-safety teams responsible for measurement, reporting, and improvement
- People and workforce functions responsible for engagement, fairness, and learning
- Governance and assurance groups responsible for oversight, indicators, and accountability

The course assumes participants already influence healthcare teams, quality systems, or safety decisions, and it excludes introductory clinical safety instruction and occupational hazard-control training.

Departments and Industries

The course supports departments and industries that lead, measure, govern, or improve healthcare safety culture.

- Hospitals, clinics, diagnostic services, and community care
- Healthcare leadership, clinical governance, and quality assurance
- Patient safety, risk management, and incident-learning functions
- Human resources, workforce development, and organizational learning
- Health education, research, and healthcare support services

Learning Objectives

By the end of this course, participants will be able to:

- Analyze safety culture as a healthcare management system
- Use quantitative and qualitative culture-assessment evidence
- Apply just-culture and psychological-safety decision methods
- Build teamwork, communication, and speaking-up controls
- Evaluate reporting, learning, and governance mechanisms
- Prioritize culture interventions and verify sustained improvement

Course Agenda

Day 1: Safety Culture Leadership System

- Healthcare Safety Culture System and Influence Map
- Leadership Behavior and Safety Commitment Matrix
- Patient Safety Culture Stakeholder and Voice Map
- Culture Risk, Barrier, and Enabler Register
- Safety Culture Governance and Accountability Charter

Day 2: Culture Measurement and Diagnosis

- AHRQ SOPS 2.0 Dimension and Evidence Map
- Safety Culture Survey Planning and Sampling Checklist
- Workforce Listening and Qualitative Inquiry Guide
- Culture Data Segmentation and Pattern Analysis Method
- Safety Culture Diagnostic Findings and Priority Matrix

Day 3: Just Culture and Psychological Safety

- Just Culture Response and Fairness Decision Guide
- Psychological Safety Condition and Behavior Assessment
- Speaking-Up Barrier and Escalation Pathway Map
- Inclusive Team Behavior and Civility Observation Tool
- Leader Conversation and Feedback Practice Guide

Day 4: Team Learning and Improvement Governance

- TeamSTEPPS Communication and Handoff Tool Selection
- Event Reporting and Near-Miss Learning Flow
- System-Based Learning Review and Action Design Method
- Safety Culture Indicator and Governance Dashboard
- Culture Improvement Experiment and Sustainability Plan

Day 5: Safety Culture Leadership Practice

- Exercise: Leadership Behavior and Governance Review
- Exercise: Culture Survey and Listening Evidence Diagnosis
- Exercise: Just Culture and Speaking-Up Scenario Assessment
- Exercise: Team Learning and Improvement Dashboard Evaluation
- Capstone Exercise: Healthcare Safety Culture Improvement Portfolio

Practical Exercises

The course uses suggested activities based on hospital, clinic, diagnostic, community-care, and support-service scenarios.

- Suggested activity: map leadership signals, workforce voices, culture barriers, governance owners, and safety priorities.
- Suggested activity: interpret survey and listening evidence and distinguish organization-wide patterns from local variation.
- Suggested activity: assess a reporting scenario using fairness, psychological safety, speaking-up, and system-learning tools.
- Suggested activity: convert findings into interventions, indicators, review points, and sustainability checks.

FAQs

What is healthcare safety culture leadership?

Healthcare safety culture leadership is the deliberate alignment of leader behavior, team conditions, reporting, learning, governance, and improvement so safety values are reflected in daily decisions and work.

How is patient safety culture measured?

Patient safety culture is measured by combining structured workforce surveys with listening evidence, reporting patterns, handoff information, improvement data, and local operational context.

Who suits advanced healthcare safety culture training and what does it assume?

Advanced healthcare safety culture training suits managers, clinical leaders, quality teams, workforce functions, and assurance personnel. It assumes responsibility for teams, safety systems, measurement, or improvement decisions.

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How does healthcare safety culture training differ from general healthcare leadership training?

Healthcare safety culture training focuses on safety perceptions, just culture, psychological safety, reporting, team communication, learning, measurement, and governance. General healthcare leadership training addresses a wider range of strategic and operational responsibilities.

What supports sustained healthcare safety culture improvement?

Sustained healthcare safety culture improvement uses visible leadership behavior, staff involvement, reliable measurement, fair responses, system-based learning, accountable action owners, review cycles, and evidence of effectiveness.

Conclusion

The course integrates safety-culture leadership, assessment, just culture, psychological safety, teamwork, reporting, learning, governance, and sustained improvement. Participants take back a Healthcare Safety Culture Improvement Portfolio containing maps, matrices, guides, dashboards, and an intervention plan. The portfolio supports evidence-led priorities, clearer accountability, and repeatable review of culture change.