

ICS Academy Exchange Newsletter

Winter 2026



Welcome to the ICS Academy Exchange newsletter Winter edition.



Happy New Year!

As we begin a new year, we're excited to welcome you back to the ICS Academy Exchange and to all the opportunities for growth, collaboration, and success ahead.

This edition of our newsletter is packed with updates, upcoming programmes, and resources designed to support your continuous learning journey and career development.

Don't forget that we also have a new link and QR code, so please ensure you have updated your favourites, or saved pages to the new URL.

Please do also continue to use the feedback option on the home page to let us know what you think of our content.

Here's a look at some of the highlights so far this year:

At the end of 2025, we migrated to another software supplier, which thankfully was a very smooth transition. This change will offer new opportunities in the coming year, in particular interoperability with other learning management systems, which we are excited to explore in 2026.

New courses and resources in 2025, including Leadership and Management Essentials Guide and Workshops, Active Bystander, Workforce Planning Toolkit, End of Life Care Planning and ICS Facilitation.

We also sign posted to the new Coaching & Mentoring Hub, QSIR Training, Working Well and so much more. We hope that we have found these resources and course helpful.

Our offers have also been extended to our Coventry and Warwickshire colleagues, and hope to share more resources with and from them in the future.

If you have any suggestions for new content please use our [New Requests link](#).



In this newsletter
you can expect:

Welcome

Featured
Development
Opportunities



ICS Academy Exchange
QR Code

Featured Development Opportunities

Leadership & Management Essentials Workshops



A range of virtual 2.5-hour workshops have been designed to support the development of managers and leaders. The focus of these workshops has been created following feedback from a wide range of ICS health and social care partners and are suitable for first time or experienced leaders and managers. These are standalone workshops which can be accessed in any order. Topics include:

Topic 1 – Enabling High Performance

Topic 2 - Brilliant Conversations

Topic 3 – Managing Attendance

Topic 4 – Influencing and Negotiating

Topic 5 – Building Psychological Safety

ICS Coaching and Mentoring Hub



The ICS Coaching & Mentoring Hub is a collaboration between Social Care, Voluntary, Community & Social Enterprise, Local Authorities, Primary Care and NHS organisations across Herefordshire and Worcestershire around the provision of coaching and mentoring.

Our shared aim is "To provide a shared and inclusive approach and system for colleagues across the ICS to access, implement and evaluate coaching support". The Hub is an online portal where you can be matched with qualified coaches or mentors across Herefordshire and Worcestershire ICS who might be best placed to work with you.

To find out more about joining the ICS Coaching and Mentoring Hub go to our [ICS Coaching and Mentoring page](#) or the [ICS Coaching and Mentoring Hub Link](#)

ICS Facilitation Offer



Facilitation plays a crucial role in helping to navigate complex discussions and achieve goals through effective collaboration and structured processes. Whether for strategic planning, team building, or workshops, skilled facilitators can significantly enhance the outcomes of group interactions.

We have trained 30 facilitators across Herefordshire and Worcestershire ICS. If you would like support from the ICS Facilitators, please complete the simple questionnaire [ICS Facilitation Request](#) or contact Kate Stephens on kate.stephens12@nhs.net

Care in the Last Year of Life: Palliative End of Life Care Toolkit



This toolkit has been designed to help and support all ICS staff who care for and support patients in the last year of life.

Here you will find a collection of resources and information to support you when caring for someone in the last year of life. Please help us keep this website up to date and valuable for all users.

WorkWell Herefordshire & Worcestershire



WorkWell is a voluntary programme aimed at people who have a disability or health condition that is, or is becoming, a barrier to their employment. It is a light holistic coaching model to support patients.

WorkWell is accessible to anyone in Herefordshire and Worcestershire who:

- Is a resident with an address in Herefordshire or Worcestershire with a registered GP
- Aged 16 and over
- Are in work, off sick or recently unemployed due to a health condition

Contact Us

For more information about any of the content on the ICS Academy Exchange. Or to talk to us about adding your own content.

Please email us at hwicb.ics.academy@nhs.net