Group Therapy Services Leadership Course: Design, Supervision and Outcomes

8 – 12 August 2027
Kuala Lumpur

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Programme Summary

Group therapy services leadership is the subject of this one-week training course for directors and clinical leads of behavioural health, rehabilitation and counselling services, ending in a quality pack for one group programme. Group programmes serve many people at once, yet referral, facilitator practice and outcome checks are often left to individual habit. The programme moves from therapeutic factors to group design, facilitator supervision, safety and confidentiality, outcome measurement and service improvement, using prepared programme records. Mars Training Centre UK delivers this programme on group therapy services leadership to mixed-organisation cohorts.

The Business Case

Hospitals, rehabilitation centres, employee support services and community clinics all rely on groups to reach more people with limited specialist time. Leaders who can judge how a group is built, who attends, how facilitators are supported and what results follow can use specialist time with more care and answer questions from boards and funders.

- Participant Retention: Improves when intake, group composition and session structure are matched to need.
- Safety and Confidentiality Incidents: Fall when protocols, escalation routes and facilitator briefings are written down and tested.
- Outcome Evidence: Strengthens when a small set of measures is collected the same way across groups.

Principles and Evidence Base

- Therapeutic Factors in Group Psychotherapy Yalom: The set of curative factors, such as hope, universality and cohesiveness, applied in Sessions 1 and 3 to judge what a group programme should offer.
- Psychoeducational Group Model: A structured group format that combines information with skills practice, applied in Session 2 to outline group sessions.
- Plan-Do-Study-Act Cycle: A repeated cycle of small tested changes, applied in Session 5 to plan service improvement.

Intended Participants

- Directors who are accountable for the quality and safety of group programmes.
- Clinical leads who supervise facilitators and decide referral criteria.
- Quality and outcomes managers who choose measures and report results.
- Programme coordinators who schedule groups, manage waiting lists and handle participant feedback.

Typical settings include hospitals, rehabilitation centres, employee assistance services and community counselling.

Learning Outcomes

1. Participants will be able to evaluate a group programme against therapeutic factors and service need.
2. Participants will be able to construct referral criteria and a group composition plan.
3. Participants will be able to design a supervision routine for group facilitators.
4. Participants will be able to diagnose gaps in confidentiality, safety and incident handling.
5. Participants will be able to prioritise outcome measures that a service can collect consistently.
6. Participants will be able to justify an improvement plan to a board or funder.

Programme Structure

Day 1: Group Therapy Services Leadership Foundations

What should a group programme offer, and to whom?

- Therapeutic Factors Framework
- Group Programme Inventory
- Service Need Profile
- Group Type Selection Grid
- Service Scope Statement

Day 2: Group Design and Referral

How is a group designed and filled safely?

- Referral Criteria Matrix
- Group Composition Checklist
- Psychoeducational Group Outline
- Screening and Intake Pathway
- Waiting List Review

Day 3: Facilitator Supervision and Skills

How are facilitators supported and held to a standard?

- Facilitator Skills Framework
- Co-Facilitation Planning Sheet
- Supervision Agenda Template
- Session Observation Form
- Facilitator Caseload Review

Day 4: Safety, Confidentiality and Outcomes

How are participants protected and results measured?

- Group Confidentiality Agreement
- Incident and Escalation Protocol
- Outcome Measure Selection Table
- Attendance and Dropout Analysis
- Participant Feedback Review

Day 5: Quality Pack for One Group Programme

Do the findings join into a plan that a board can approve?

- Applying the Session 2 Intake Pathway
- Testing the Session 3 Supervision Agenda
- Checking the Session 4 Outcome Table
- Plan-Do-Study-Act Improvement Plan
- Completing the Group Programme Quality Pack

Methodology

The programme is a case analysis built on prepared records for an outpatient addiction group, a rehabilitation group and an employee support group. Participants review referral data, supervision notes and outcome tables, discuss management decisions in small teams, then present their plans to peers acting as a board.

- Suggested activity: Rewriting weak referral criteria for a prepared group.
- Suggested activity: Planning a supervision session after a prepared observation record.
- Suggested activity: Choosing three outcome measures and setting how they are collected.

Capstone Output

Each participant completes a quality pack for one group programme. It holds referral criteria, a composition plan, a supervision routine, a safety and confidentiality protocol, an outcome measure table and an improvement plan. At work it is presented to the board or funder and becomes the routine for reviewing the programme each cycle.

Frequently Asked Questions

Is group therapy services leadership training suitable for managers who are not clinicians?

Yes. Group therapy services leadership is taught at management level through prepared records and templates. You need responsibility for a group programme, but the training does not qualify anyone to deliver therapy.

Which models does group therapy services leadership rest on in this training?

Group therapy services leadership here rests on Yalom's therapeutic factors, the psychoeducational group model and the Plan-Do-Study-Act cycle, each applied to a design, supervision or improvement decision.

How is the quality pack from group therapy services leadership training used at work?

You present the quality pack to your board or funder, adopt its supervision routine and safety protocol, and repeat its outcome table and improvement cycle for later reviews.

How does group therapy services leadership differ from a programme on hospital operations?

Group therapy services leadership concentrates on the design, supervision and results of group programmes, while a programme on hospital operations concentrates on patient flow, capacity and wider service management.