



Practice Manager Modular Development Programme

Module	Details
Business Skills	Running a practice is running a business – have you got what it takes to keep your practice on top. This course focuses on the commercial skills you will need.
Handling Problems in the Workplace	Life at work would be wonderful if everyone got on with their job and with each other but as we well know it doesn't always work that way. Difficult working relationships can have a profoundly negative impact on the environment at work. There may be times too where individuals raise issues that have to be addressed but with considerable sensitivity for those involved and for the situation. Dealing with such issues is a difficult aspect of a manager's job but is by no means insurmountable if the manager has the right information and support.
Employment Law	An awareness of the key aspects of employment law is essential for any manager. Employment legislation impacts on all areas of the employment relationship and this overview gives an update on several of these: contracts of employment, discrimination law, family friendly rights and the working time regulations.
Facilitation Skills	GET THE OUTCOMES YOU WANT! Developing your facilitation skills will enable you to achieve your outcomes and manage your stakeholders effectively. This one day event will support you to recognise your current facilitation skills and identify ways in which you can develop your skills to benefit your business.
Finance	This course is intended for managers or finance partners in GP practice partnerships. It is designed to cover all aspects of GP practice finance and should appeal equally to new practice managers and those already experienced in management.
Health & Safety	Over 200 people are killed each year by accidents at work, and over one million are injured. Over two million suffer from illnesses caused or exacerbated by their work. This day will help you protect your most valuable resource, and provide guidance on how to comply with recent legislation.
Improving Effectiveness	I've never been to me! Personal mastery is a lifelong journey. This workshop is intended to provide you with some time and space to think about who you are, what you do and how you do what you do. It will help you decide on changes you may subsequently choose to make to enhance your personal effectiveness

Leadership	<p>STEP INTO YOUR LEADERSHIP ROLE!</p> <p>Gain an insight into your leadership style and understand how to use, and ways to develop your leadership capabilities.</p>
Managing Absence & Sickness	<p>Managing sickness absence is a challenge for any organisation but particularly for smaller employers. It is a sensitive area involving balancing the needs of the Practice alongside those of the individual with the aim of preventing absence wherever possible and encouraging employees back to as soon as possible if they are off sick. It is also essential to be able to handle those situations where a return to work is not possible.</p>
Mentoring & Coaching	<p>A workshop intended to help you to identify and refine some of the skills of mentoring and coaching, to get some feedback on your coaching skills and to practice using some coaching frameworks which are guaranteed to enhance your effectiveness as a coach-mentor.</p>
Negotiation Skills & Influencing	<p>THE HERBAL ESSENCE EFFECT – YES, YES, YES!</p> <p>How to negotiate and influence others to achieve better outcomes for your patients and your business.</p>
Organisational Development	<p>Organisational Development tools, techniques & interventions understanding the maze that can be OD. Includes OD diagnostics and planning</p>
Performance Management	<p>Who says you can't? A workshop to help you think about how to make the most of your line management relationships. Discover ways to motivate your staff, use the appraisal system effectively and performance manage those not working to their potential</p>
Managing Conduct and Poor Performance	<p>Managing conduct issues and poor performance is quite often an unwelcome challenge for a manager. Dealing with such issues is a difficult but necessary part of the management of a practice but can be done effectively with the right approach and support.</p>
Project Management	<p>The session is designed as a practical introduction to the key concepts of brilliant project management. It aims to demystify the subject and identify the factors which are key to a project's success.</p>
Recruitment & Selection	<p>Finding the right person to fill your vacancy is essential. Potential candidates need to be attracted and then there has to be a fair and effective method of selection ensuring that they are the one for the job and that the job is the one for them. This process needs time, preparation and the skills to help make the right decisions.</p>
Report Writing	<p>Struggling to get your point across at work? Got to write a formal report but never done one before? Want to improve your persuasion and negotiating skills? Then this day is for you.</p>
Risk Management	<p>The ever increasing emphasis on the safety and quality of services and the growing culture of litigation means managing risk is increasingly becoming everyone's business. This session is designed as an introduction to the key concepts and the actions central to risk management planning.</p>

Successful Meetings	<p>MAKE YOUR MEETINGS WORK FOR YOU!</p> <p>Build upon your current skills to enable you to successfully manage the meetings process.</p> <p>This one day event will support you to get the most from the meetings you attend.</p>
Time Management	<p>Do you get to the end of a day without meeting the growing demands of your job? Do your e-mails take over your life? Ever get a lunch break or time to reflect? Do you want to know how to organise your work so you go home with a clear head?</p> <p>If you recognise some of the above, then this course is for you. The session is designed as a practical introduction to the key concepts of brilliant time management. It aims to help you organise your thoughts and work to help you gain maximum benefit from your time and increase your productivity</p>
Workforce Planning	<p>The session is designed as a practical introduction to the key process that lead to effective workforce design and workforce planning. It aims to demystify the subject and identify the factors which are key to success.</p>

Each module lasts for one day and includes learning materials. The cost is £100 plus VAT per person, per module.

We can deliver these modules in your area for £1,600 plus VAT for up to 16 people. Extra students may be added at £100 plus VAT. We can tailor each day to suit your local issues. If you prefer, we can suggest a suite of modules, from which attendees can pick the ones that suit them best.

For more information, or to register interest, please contact the Training Centre on 01274 617617 or send us an email at admin@primarycaretraining.co.uk.