

Action Learning Sets for Experienced Practice Managers

- *two new dates*

**SYDER
AND
YOUNG**

Syder and Young Ltd are currently offering a series of facilitated action learning sets for small groups of experienced Practice Managers. These proved very popular and the feedback from the first two has been extremely popular. We have therefore decided to offer two further dates. Whereas the current sessions have focused on pre-set topics (*Dealing with Sensitive Issues, Time/Stress Management and Partnership Disputes*) the next two sessions will allow participants to bring along their own challenges and problems.



Action learning is an established approach that allows topics to be discussed in a non-competitive and confidential environment with the emphasis on learning from each other. The action learning process allows participants to explore key business and service problems and challenges, and to access advice, feedback and support.

These action learning sets will be facilitated by Pauline Young.

Before signing up for these events, please bear in mind the following: a) you need to be prepared to bring issues with you and work through them with the support of the group and the facilitator, b) don't expect the answers to be on a powerpoint slide – they won't be, c) because of the nature of action learning, each group will be strictly limited to only 6 participants.

<p>Dates:</p> <p>Wednesday 4th July 2012 Thursday 4th October 2012</p> <p>9.30am to 4.00pm. Venue: Arundel Surgery</p>	<p>Cost:</p> <p>£120 +VAT per session, or £200 +VAT for both sessions</p>	<p>Syder and Young Ltd PO Box 925 Horsham West Sussex RH12 9LT 01403 272571 admin@syderandyoung.co.uk www.syderandyoung.co.uk</p>
--	---	---

Feedback from previous sessions:

"The session definitely gave me the courage to deal with a difficult situation."

"It helped me to stand back and look at the problem and helped me to focus on what needed to be done and I have been actively working on this since the last session. I have a clear vision of where I think we should be going and who should be doing what, and I have the confidence to follow it through."

"I like this type of learning because it is about real situations, it is tangible and practical."

"I found the learning set useful in being able to air a problem openly and being reassured that the path I had followed, and was planning to follow, was right - ethically and legally."

"I think the action learning sets are a brilliant idea. However, I'm not so sure how successful they would be if they were not externally facilitated. We might just end up going round and round in circles!"