

Short Courses for Practice Management

(all full day workshops)

Developing and Leading Teams Assessing the effectiveness of the organisation in measuring team performance against organisational goals and objectives, evaluate the role of leadership in supporting teams to achieve organisational goals and objectives, critically review own ability to develop and lead teams, be able to implement changes to own leadership style in order to more effectively lead and develop teams.

Managing Healthy and Safety Review of current legislation, evaluating current policies and making improvements, conducting risk assessments, involving staff in the maintenance of a healthy and safe working environment.

Managing Stress and Conflict in the Practice This workshop will explore the causes and effects of stress and/ or conflict within a team at both an individual and organisational level. We will explore the different ways people react to stress/ conflict and how this can ultimately affect productivity within the Practice. Finally, we will develop strategies for reducing the impact of stress and conflict on team members.

Managing Performance Looks at translating business strategies into successful outcomes via team and individual objective setting and managing performance. Practice Managers work with individuals with very different needs and abilities. As leaders, managers need to address these with a variety of tactics to ensure quality and prosperity for their surgeries

Effective Appraisals Everything you need to know whether you are introducing appraisals, getting involved in them for the first time or re-evaluating an existing system.

Resilience and Assertiveness for Managers the importance and implications of mental toughness / a variety of strategies to help you develop resilience in yourself and your colleagues / where pressure comes from / strategies to help managers and their teams withstand a significant amount of pressure / how emotion radically affects the results you get / understanding how your "Self-talk" affects your feelings / ways to communicate to yourself and to others in assertive ways / how to talk about what you want, not what you don't want / develop an action plan for new behaviours. Assertiveness can help you be more in control, in a style that is comfortable for you. It enables you to feel more confident and to say the right thing at the right time and in the right way. Assertiveness, when used appropriately, helps you achieve the outcomes you want. Assertiveness is the ability to stand up for your rights while respecting the rights of others. Assertiveness ensures you take responsibility for yourself and your actions without judging or blaming other people..

Managing Your Time and Delegating Effectively Appreciate the issues that affect time management / Understand the need to identify urgent, important and routine tasks and determine priorities / Understand the changes needed to improve the ability to manage time / Understand the principals of good delegation / Know what can be delegated and what must be retained / Understand the difference between authority and responsibility / Be able to delegate effectively / Ensure success, through good monitoring and feedback.

Managing Recruitment Human resource planning, justifying the need to recruit, alternatives to recruitment, legal requirements, developing and implementing a recruitment process.

Understanding Strategic Development Auditing the current internal (practice) situation, external forces that impact on the practice, generating creative thinking, practice aims and objectives, problems and opportunities, good strategic decision making and planning including mergers, cooperative working and federations.

Managing and Implementing Organisational Change Addresses the challenges of change. Managers must minimise the disruption and negative effects that change often brings. The workshop will introduce workable models that will keep change on track, and importantly keep the team focused on the important outcomes that change and innovation can bring.

Attending any 8 of the above workshops makes delegates eligible for a certificate from the Institute of Leadership and Management (please contact us for further information).





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Other Management Workshops

Managing the Partnership Focuses on the importance of effective upward support and management of business development by achieving consensus, ensuring effective decision making facilitating cooperative working by the GP Partners..

Developing a Business Case and Ensuring Successful Implementation (1 day) This workshop is split into two parts. The morning session defines the essential elements of a Business Case, which is integral for developing ideas and raising funds or support for development. The afternoon session considers the implementation process: how to turn the plans within the Business Case into objectives and outcomes to focus the performance of the practice team.

For Team Leaders

Effective Team Leadership This course will help you lead your team more effectively: developing quality standards / organising the work of the team / setting clear objectives / communicating organisational priorities / setting deadlines / managing time / delegating

Any of the workshops above may be commissioned by individual practices, PCNs or Training Hubs for in-house delivery. This would be charged at our standard day/half day rate (currently £730 / £520 + VAT) for a maximum of 12 people. Please contact us for further information.