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## TRAINING FOR GENERAL PRACTICE STAFF BY REMOTE TECHNOLOGY

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## PRIMA LINEA TRAINING ASSOCIATES

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### **TRAINING TOPICS** (1.5 hour sessions unless otherwise stated)

#### **1. COPING WITH THE 'NEW NORMAL' IN THE PRACTICE**

- The psychological impact of the pandemic on staff at the front
- Our coping mechanisms – help or hindrance?
- So much change, so quickly
- Developing a positive approach
- Looking after our mental health
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#### **2. THINK GOOD TO FEEL GOOD AT WORK**

- Are you surviving or thriving in the practice?
- Left brain or right brain – does it matter?
- Achieving a balanced wise mind
- Mind-wandering – v – focused attention
- Multi-tasking – fact or fiction?
- Taking control of your own happiness

#### **3. BUILDING RESILIENCE & DEALING WITH STRESS**

- Components of resilience
- Impact of everyday demands in a busy practice
- Effects of poor resilience on us, the team, the patients
- Building resilience and maintaining it
- What is stress - physically and psychologically?
- The worry cycle
- Creative ways to combat stress in the workplace

#### **4. EXCELLENCE IN PATIENT CARE AT THE FRONT LINE**

- What constitutes excellence in patient care?
  - What's your style and impact on the patient?
  - First impressions and the importance of empathy
  - Using creative techniques to improve your communication
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## **5. EXCELLENCE IN TELEPHONE HANDLING SKILLS**

- How the telephone impacts on the communication process
- The verbal handshake
- Dealing well with emotional calls
- Golden rules of call handling

## **6. CARE NAVIGATION AT RECEPTION** (recommended that you have completed sessions 3 & 4 in advance of this session)

- Clearing up misconceptions – what is care navigation?
- Can it work – will patients accept it?
- Methods of involving/informing patients
- Identifying our destinations
- Building our confidence to navigate
- Tools to assist in navigating our patients
- Developing a practice policy

## **7. Front Line Complaint Handling**

- Why do patients complain?
- Common complaints in the practice
- Building skills to fire-fight complaints at reception where possible/appropriate
- Ombudsman's advice
- Dealing well with complaints but also being empathetic and patient-centred

## **8. Dealing professionally with anger/aggression**

- Cycle of aggression
- Observational skills
- Characteristics of aggression
- Using the NLP Meta model to deal with aggression
- What does ZERO Tolerance mean in reality?
- Keeping yourself safe

## **9. Medical Terminology for Receptionists**

- Origins of terminology
- Rules of word building
- Testing what you already know
- Try out deciphering
- Medical, surgical, pharmaceutical abbreviations
- Applied learning and assessment





## **SESSIONS FOR PRACTICE MANAGERS OR CLINICIANS WITH MANAGEMENT RESPONSIBILITY**

### **1. Mediation Skills for Practice Managers (2 hours)**

- Different approaches to workplace conflict
- The place and function of the mediative approach
- Assessing the suitability of mediation
- Skills required of the mediator
- Setting up a mediation – the steps
- Utilising a recognized and approved model
- Includes handouts and model

### **2. Resonant Leadership Skills (2 hours)**

- Emotions in leadership – friend or foe?
- Growing Emotional Intelligence
- Resonant – v – dissonant styles
- Rewiring our approach for great impact
- Leadership challenges
- Negotiation approaches

### **3. Managing Conflict in your practice team (2 hours)**

- Causes of conflict and effect on teamwork
- The psychological contract
- The role of perception and unintended bias
- The cycle of conflict
- Approaches to conflict resolution
- Having the difficult conversations
- Making the resolution stick

**Other training topics are available, please ask if you don't see what you need.**

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