

Prima Linea Training Associates



Menu of Training **GP & PRACTICE MANAGER MODULES**

General Practice and Primary Care



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**Developed for
General Practice**

TJ Awards



High quality training with proven outcomes *Making a difference to patient care*

We offer specialist, unique and award-winning training programmes which have been designed especially for the general practice workplace.

Our trainers have exceptional experience of working directly in general practice, healthcare and primary care, we understand the dynamic, pressurized and ever-changing environment of a busy practice.

We are the only specialized training company to offer creative approaches using Neuro Linguistic Programming & Person Centred Counselling techniques, for all members of the practice team (clinical and non-clinical) to aid communication, resilience and patient engagement.

In this brochure you will see some of our most popular training agendas and modules, however we offer a wide range of topics and bespoke training – contact us for more topics.

We have a flexible approach to training and will work within your time constraints, whether it's a series of sessions, a day or a PBL afternoon. We already deliver for many of the large CCGs, Co-Operatives and GP groups and our trainers are exceptionally talented at delivering to large groups.

We are members of the Kindness Foundation® and we carry this ethos into our business and support our customers in our pricing strategy and by working ethically to deliver training which is second to none.



**Creative & Unique
Management and
Leadership skills.
Available as stand alone
modules, one-day training
or in-practice sessions**

PRACTICE MANAGER TRAINING DAY **CONSTRUCTIVE LEADERSHIP & PEOPLE MANAGEMENT SKILLS**

Management can be a lonely position in the practice. Caught in the middle between staff and partners. An interactive, multi-media training session with reflective learning built in. Topics covered are:-

LAYING A GOOD FOUNDATION

Identifying your **management style** and **impact**
Developing Leadership skills
Predictive – v - Reactive Management
Practical **problem solving** tool for everyday use

BUILDING TEAM CEMENT

What is **team cement** and why is it important?
Understanding the **team personalities**
Theories of Motivation – what really works?
Keeping myself motivated – recognising the signs,
How to **motivate staff** and create staff
empowerment

GOOD BUILDING BRICKS

Staff Appraisal – what is it and why do it - templates?
What does **poor performance** mean to you?
Writing **Good Appraisal Objectives** – the guidelines
Situational Responsiveness - poor attitude or lack of
initiative through performance indicators?
The **Appraisal Process** – a hybrid framework

REPOINTING

Dealing with conflict – why it arises
My inherent **reaction** to it
Conflict resolution – the stages of conflict and
strategies for successful intervention
Dealing with difficult people



PRACTICE MANAGER TRAINING DAY

INVESTING IN PRACTICE MANAGER CAPACITY

Topics include:

Building resilience

What is resilience? It's hard to define but we certainly know when we have lost it! The constant high demands of our job can chip away at our self-belief, competencies and confidence. A session to build our own **resilience** and **confidence** levels.

Managing Conflict in the Team

Interpersonal issues can test our resilience to breaking point. What exactly is conflict and how does it manifest itself? Did you know there are only 3 causes for conflict in the team? Practical tips and skills to **address conflict** in the team no matter who it's between and how long it has been going on.

Mediation Skills in Management

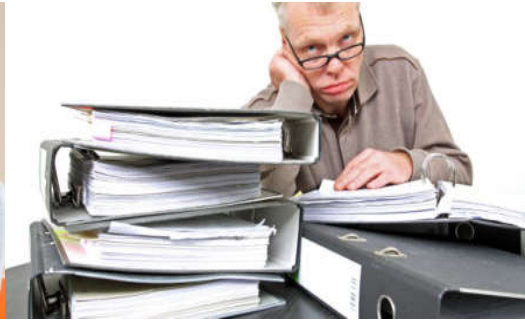
What is the anatomy of conflict and the principles and **practice** of **mediation**. Knowing how, when, why and where to use mediation. In this module we will have an introduction to the **5 stage** mediation model and examine its usefulness in addressing **2-party** disputes in the practice. No other training company teaches these skills to practice managers

Practical Everyday Stress management

Is it stress or pressure - what's the difference? This module examines the **signs of stress** and causes/examples at work in the practice. We will uncover your stress levels and the contribution of the **worry-cycle**. Creative ways to manage stress and round off the day with a session of **mindfulness**.

LMCs warn that practice managers are struggling under an unprecedented workload

PULSE At the heart of general practice since 1960



Practice Management

Management Skills

Uncovering the fundamental skills of management. What type of practice manager am I and why? The effects this style has on staff and productivity. How can incorporate other styles if they are not natural to me?

Leadership Growth

Examining the environment you create in the practice team. Does this help or hinder your work? Are you a multiplier or diminsher? What power do you really have?

Maintaining Motivation

Getting the best from the individuals in your team. Making motivation patient centric. Matching tasks to motivational triggers. Building motivation for myself

Appraising practice staff

Why appraise? What do I consider 'poor performance'? Developing good KPIs – ones that really make a difference to the person and the practice. A guide through the process, paperwork and templates.

Situational Responsiveness

How to tackle difficult behavior through appraisal. Agreeing creative indicators which address attitude and innovation.

Dealing with conflict

Causes and complications in the practice team. Uncovering reactions to conflict – hot or cold? Using NLP to deal with 'difficult people'. Being a wise owl or wily old fox! Practical steps towards resolution even if its an inherited conflict.

Team building & team dynamics

We offer you a personalized analysis of your team. Each member completes the Belbin questionnaire and we will map their individual contribution to the team and also demonstrate the overall dynamics of your team. We build this into an insightful and motivating session where we explore a SWOT of your team and how each person brings a part of the jig-saw puzzle.

Change management

The psychological contact with staff and the effects of change. Why do some people resist whilst others adopt? Reactions to change and how to counteract. Theories of change management and finding one which suits you.

NHS Leadership Qualities Framework





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Member of the Foundation for Kindness