

Prima Linea Training Associates



Menu of Training STAFF TRAINING MODULES

Specialist Training for Targeted Outcomes



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Specialist Expertise in Staff Training & Development

TJ Awards



High quality training with proven outcomes *Making a difference*

We offer specialist, unique and award-winning training programmes which have been designed to support organisations in achieving their training objectives.

Our trainers have exceptional, unique experience and abilities.

We are the only specialized training company to offer creative approaches using creative and unique techniques, for all staff members regardless of grade, length of service and previous experience.

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 focused short session.

We deliver training across Ireland and the UK for a wide range of organisations and businesses – public and private. We have vast experience in the healthcare field and this is applicable to all service delivery businesses.

Our trainers are exceptionally talented at delivering to large or small groups of staff

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.



Front Line Communication Skills and Customer Care Available as half or one day sessions

FRONT LINE RECEPTION

“CUSTOMER CARE”

Can be delivered totally as a one day session or Modules can be put together for a half day session also

An interactive, multi-media training session with reflective learning built in. Topics covered are:-

- Why is reception so important to the organisation? what do customers need from reception?
- How do I communicate, what is my natural style, what does this say to customers?
- Using creative skills to communicate well with different customers and aiming for excellence in customer care.
- Dealing with difficult situations at reception –using easy to learn tools to de-escalate and devising a strategy, keeping yourself safe, learning preventative and observational skills

RECEPTIONIST “ADVANCED COMMUNICATIONS” ONE DAY

(Modules can be put together for a half day session also)

Building the communication capacity of staff

- How we communicate – ‘its not what you say, it’s the way you say it’
- Encoding and decoding and effect on customer care
- The science of semiotics and the effect of these on telephone calls
- Communication via the telephone, what causes problems? Active listening and good questioning
- Does body language matter on the phone?
- Using ICE to get beneath the surface – what does the caller really need from you?
- Learning good call handling skills
- Demand management skills – getting to the nub of the caller’s issue, using unique insights to speak the caller’s language quickly and efficiently



**Mix & match modules
to suit your needs**

Front line complaint handling.

Skills necessary in dealing with complaints and customer dissatisfaction. Roles & responsibilities.

Dealing with sensitive information at reception

What is the right thing to do/say at a busy reception?
Being practical but sensitive.

First Impressions

How are these formed and why are they important?
How do customers interpret your style? Tips and skills to improve

Problem solving skills for practice staff

Using problem solving tools in the workplace.
Helping staff to develop initiative and confidence to tackle problems and become empowered to take ownership where appropriate

Being an effective team member at work

What makes a good team? A motivating and insightful module how to be a productive team member

Telephone call handling

'Golden rules' of call handling. Active listening & good questioning. Barriers to delivering good customer care and dealing with angry patients.

Medical Terminology for non-medical staff

Practical 'how to' session. Origins, building blocks, rules and practical application. Pharmaceutical and surgical abbreviations included.

Stress Management for busy staff

What is stress and what causes it for us? Exploring the physical effects of stress. Recognising when it's happening and practical ways to deal with it at work.



Data Protection

The importance of confidentiality in healthcare – what do patients say? The key principles of confidentiality. Overview of data protection legislation what it means and how to ensure it, what is 'patient identifiable information'?

Ensuring privacy and guarding against inappropriate access

Maintaining Motivation

What is motivation? It's so easy to become de-motivated with everyday demands and pressures. This insightful module examines our individual motivational triggers and how our job can contribute to our personal goals. What does a motivated staff member do? Does it make a difference?

Healthcare receptionist telephone signposting

We examine the components of receptionist decision making in regard to urgent calls and their part in triage. What exactly is expected from the receptionist? What decisions need to be made, and when, in the call? How to engage with reluctant callers in giving information. Signposting to the correct service – does everyone need an appointment?

Interpersonal conflict

Causes and reactions in the team. Uncovering reactions to conflict – hot or cold? Is my style a problem? Building a working relationship. Being a wise owl or wily old fox! Practical resolution

Dealing with emotional situations at the healthcare reception

Very often patients will share bad news/grief with the receptionist, this is an important interaction and sometimes staff don't feel equipped to deal with it. What is the 'right' response? What about the rest of the queue at reception

Dealing with Stress

How do you know if you are stressed? Isn't everybody? Physical and emotional symptoms. Practical everyday magic tips and skills to alleviate the effects of stress at work.

Time Management

The '3 Ps' of time management. How to prioritise and yet deal well with others.



ZERO tolerance to violence

What staff need to know and do. What does ZERO tolerance really mean. How is violence categorized? Do we reward bad behaviour because it's easier? The legalities around self-defense and how to de-escalate aggressive situations. What a policy should offer.

Coping with change at work

The one thing we can be guaranteed in life is....change. How does it effect different people? What is our reaction and thought process to change. Is it doomed from the start? Practical tools and skills to help prepare and embrace change.

Emotional Intelligence

What is emotional intelligence and is it more important than IQ? In this sensitive and uplifting session we uncover our EI levels, how to build emotional intelligence and how using EI helps us deal better with others.

Equality & Diversity in the workplace

A comprehensive examination of the Principles of Equality, Diversity and Human Rights Examining the relevant legislation and processes and highlighting Individual responsibilities. This interactive and informative session will show how to challenge behaviours that undermine equality, diversity and human rights and asks participants “What would you do in these scenarios at work?”

Building Self Confidence

To do our jobs well, we require self belief and self confidence. Sometimes we all can suffer from reduced confidence and it can be hard to build it back up again. This insightful and dynamic training will show you how to tackle this.

Mindfulness and Resilience at work

Looking after yourself at work so you can keep coming back day after day.

Change management

The effects of change on morale, motivation, performance and management. The psychological contract with staff – what is it, identifying the components and how it impacts on change Impact of change on me as a manager and how to manage this whilst managing change. Uncovering my personal change -power sources in the practice. Making a case for change. Skills for negotiation and persuasion, creating buy-in of staff.

What are the **PROSCI®** 5 tenets of change?
Unravelling the pro's and con's of most popular change management strategies.

Practical people management and Leadership Style

Identifying your preferred management style. You will be astounded at the results of the Blake and Mouton analysis of the atmosphere you create for development and growth in your staff. Suddenly you will see why all the issues with staff in the practice have occurred! More importantly you will clearly learn how to change the environment and make the changes you really want to make.

Mediation Skills for practical use (taught by an accredited mediation facilitator)

Understand the principals and practice of mediation. What can successful mediation achieve and what can it not address? Mediation for 2 party disputes. Your view of the conflict and how this contributes to your handling of the situation. The 5 stage mediation model and how to apply it in simple steps.

Growing and developing practice staff

Staff Appraisal – what is it and why do it?
Overview a range of appraisal processes & templates – don't reinvent the wheel
Writing good appraisal objectives
The appraisal meeting (not interview!) – “the good, the bad and the ugly”
Outcomes of the appraisal process – giving constructive feedback even in difficult situations

Managing Poor Performance

Poor staff performance in the team
Does our preferred management style mean we put up with some poor performance?
Diagnostic Tools – what exactly is “poor performance”?
Managing Poor Performance – bringing our learning together and making it practical – getting results.

Managing Conflict in the team

Theory says there are only 3 causes of conflict in the team – is this true?
Addressing the conflict
How can I do this and still maintain a productive working team?

Presentations & Public Speaking Skills

This unique and insightful module is taught by an award-winning public speaker and EQUITY actor with many years stage and screen acting and public speaking experience. Learn what makes a good presentation and how to deal with nerves



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