

Courses for Healthcare Professionals

Customer Care

1. Patients Matter
2. Patients Matter II - An Advanced Customer Care Programme
3. Telephone Skills
4. Dealing with Difficult and Aggressive Patients

Communication Skills

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Leadership Skills

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Team Development

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2. Knowing Me, Knowing You
3. Building High Performing Teams

Personal Development

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2. Managing Stress
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Customer Care

1. Patients Matter

Overview

Whether we agree with it or not, most general practices are businesses whose owners depend on the continuing goodwill and satisfaction of their patients for their survival. The practice of excellent customer care by members of staff during the patients' journey through the practice not only significantly improves the patient experience but makes any service role or function more satisfying and rewarding.

Objectives

- To inspire delegates to offer a level of customer service that will bring new motivation to their jobs
- To define what customer care is all about
- To understand the skills essential to a customer service role such as body language, listening skills and rapport
- To explore ways of dealing with difficult patients/clients

Who's It For?

This course is ideally suited to anyone who has patient or client contact who is seeking to benefit from exposure to proven ideas to help them achieve professional results.

2. Patients Matter II - An Advanced Customer Care Programme

Overview

This programme builds on the basic concepts of customer care and provides practical ideas that can be applied immediately in the workplace to improve customer care results. It is designed to support practices in their desire to achieve the highest possible standard of patient care, and as a consequence, the Practice is perceived as more caring, reliable and professional by both patients and clients

Objectives

- To develop a customer focussed attitude.
- To refine vocal and body language skills to improve rapport and empathy..
- To understand how to uncover customer needs by fine tuning listening skills.
- To explore a variety of methods and initiatives to deliver excellent customer care.
- To practice heading off customer challenges before they escalate into difficult or aggressive behaviour.
- To improve service to internal customers and the wider team.

Who's It For?

This course is ideally suited to anyone in a customer service role who wishes to improve and refresh their communication and interpersonal skills. It is of particular value to those who have been at the front line of customer care delivery for considerable time and who are looking for inspiration to improve an already high standard of service

3. Telephone Skills

Overview

This workshop provides a basic grounding in telephone techniques and detailed knowledge on how to handle patients on the other end of the phone.

Objectives

- To provide practical instruction on excellent telephone communication and quality customer service
- To understand the various communication styles and practise speaking the patient's language
- To demonstrate a positive image to create a lasting first impression
- How to handle complaining or difficult callers

Who's It For?

This course has been specially designed for staff requiring additional telephone training, receptionists and other personnel involved in customer service.

4. Dealing with Difficult or Aggressive Patients

Overview

This session provides a better understanding of how to deal effectively with hard-to-handle people.

Objectives

- To learn how to diffuse conflict before it spirals into an aggressive situation
- To appreciate what is acceptable and unacceptable levels of behaviour
- To identify personal behaviours that may not be helpful
- To understand how to overcome stress in challenging situations
- To learn how to respond appropriately when faced with aggression
- To feel confident when faced with anger, impatience or hostility

Who's It For?

This course has been designed for front desk staff or anyone who comes into contact with the public who wish to improve their skills at handling difficult people in challenging situations.

Communication Skills

1. It's Good to Talk Communications Skills Programme

Overview

Being an effective communicator means that other people take you seriously, listen to what you have to say and engage in dialogue. In fact, being able to communicate effectively is one of the most important skills you can possess. This programme aims to develop participants' skills so that they can deal with other people with more confidence and assurance

Objectives

- Learn how to use your voice more effectively
- Generate confidence through body language
- Create more impact by presenting yourself successfully
- Understand the different communication styles
- Appreciate the power of effective listening

Who's It For?

Anyone who wishes to have greater influence on the people they come into contact with in either their professional or personal lives.

2. Developing Assertive Skills and Behaviours

Overview

Do you ever feel you've agreed to do something you haven't got the time or skills to do? Have you ever responded aggressively instead of stating your point of view calmly but effectively? This programme will help delegates say what they want to say or need to say in a polite and powerful manner resulting in a productive outcome or win-win situation for all involved.

Objectives

- To recognise passive, aggressive and assertive behaviour
- To cope assertively when others behave aggressively
- To say "No" when you need to
- To learn how to get your message across without offending others
- To use body language and voice tone effectively

Who's It For?

This course is ideally suited to anyone wishing to improve their assertiveness skills in the workplace.

3. Influencing Skills

Overview

There are times when all of us need to influence people so that they see things slightly differently, or to get them to do something we need them to do. The best influencers require good interpersonal and communication skills and an ability to persuade others to lend their support. This course gives participants an understanding of the dynamics of influencing, how to expand their sphere of influence and the opportunity to practise a variety of tools and techniques.

Objectives

- To understand the skills involved in influencing others
- To discover your own influencing style
- To understand yourself and how to approach others
- To learn how to create “win-win” situations
- To explore various influencing strategies

Who's It For?

This course suits anyone whose job requires them to influence people whether it is in the form of gaining support, inspiring others, engaging someone's imagination or creating relationships.

4. Effective Presentation Skills

Overview

This largely practical session provides delegates with an opportunity to try out the skills and receive feedback on their presentations. Individual presentations can be video recorded to provide valuable advice and coaching and to track progress throughout the day.

Objectives

- To offer advice and coaching on the physical skills that support effective presentations
- How to present using visual aids and other media
- How to handle a question and answer session
- To increase the delegate's confidence when speaking to groups

Who's It For?

This course is suitable for those who have to give presentations as part of their role or for anyone who is preparing for a particular presentation.

5. Making an Impact at Interviews

Overview

This course offers interview candidates the opportunity to prepare thoroughly for future job interviews by understanding interview technique and giving the skills to answer those tough questions that can and do come up.

Objectives

- To learn important interview techniques that will help when answering common interview questions
- To learn how to stand out from the crowd
- To understand how to create rapport with interviewers through use of voice tone and body language
- To focus on presentation skills to come across as more confident, polished and accomplished

Who's It For?

This course is aimed at those who wish to improve their confidence and performance at interviews.

6. Conflict in the Workplace

Overview

At the very least, difficult people can make the working environment considerably less enjoyable. Whether it is having to put up with insulting behaviour, having to deal with an easily incensed colleague or having to manage someone who feels they know all the answers, this session will draw upon a series of techniques which will help to limit disruption or conflict in the workplace.

Objectives

- To recognise and handle the various types of difficult people
- To learn how to respond assertively when others behave aggressively
- To handle provocation or conflict constructively
- To deal with difficult scenarios that can arise in a group situation

Who's It For?

This course is for staff members who wish to deal more confidently with people and situations at work, thus developing their personal effectiveness and fulfilling their potential.

7. Motivating Patient Change

Overview

The best way to help patients change their behaviour is not to simply educate them, but to increase their motivation to change. Research shows that patient motivation is influenced by the style and skills of the healthcare professional. This workshop provides a framework upon which to base your client/patient discussions and equip you with the necessary skills to motivate patients to change.

Objectives

- To understand the need for a patient centred approach as a key ingredient for motivating change
- To explore the skills required to bring about change such as effective questioning and listening skills, empathy and dealing with resistance
- To introduce the “Managing Change Model” to provide structure to your consultations
- Build on existing skills and practice new techniques

Who’s It For?

This course is suitable for healthcare professionals who wish to be more effective at motivating their patients to change behaviour.

8. Breaking Bad News

Overview

With over 200,000 consultations in a clinician’s professional lifetime it’s important to communicate effectively; even more so when there is bad news to impart. Good communication skills are vital to help identify a patient’s problems more accurately and to help patients adjust better psychologically to bad news, leading to greater satisfaction with their care.

Objectives

- To explore the skills essential for excellent communication
- To understand how to build rapport with patients
- To learn how to break bad news using a simple 5 step framework
- To discover ways to deal with emotional reactions, denial and collusion
- To practise skills in a safe environment

Who’s It For?

This course is for Healthcare professionals who have to initiate and handle sensitive patient discussions.

Leadership Skills

1. Chairing Effective Meetings

Overview

Most meetings suffer from being too time-consuming, too boring or lacking sufficient purpose. However, these are all problems that an effective chairperson can prevent. This course focuses on how to improve the planning of meetings and aims to increase participant skill in running and chairing successful meetings.

Objectives

- Understand the role of the chairperson
- Recognise the importance of preparation and develop an effective method of preparing for meetings
- Use a range of communication techniques to maintain control and steer the meeting
- Delegate tasks appropriately to ensure outcomes are achieved
- Complete any post meeting tasks efficiently

Who's It For?

This workshop is designed for people with all levels of experience who wish to improve their effectiveness at organising and running meetings.

2. Situational Leadership

Overview

A good situational leader is one who can adopt different leadership styles depending on the situation. Depending on the employee's competence in their task areas and commitment to the task, our leadership style should vary from one person to another. In fact, we may even lead the same person in one way sometimes and another way at other times depending on the task to be done. This workshop not only provides a framework for leading and developing people but focuses on key skills such as direction, support, training, feedback and recognition.

Objectives

- To analyse staff members in relation to 'readiness' to undertake tasks
- To define and recognise the stages of the development cycle
- To define and recognise the range of four leadership styles
- To match leadership style to needs in a variety of situations
- To describe own preferred leadership style/s
- To apply course concepts to own work situation

Who's It For?

This course is for anyone who has an influencing role with others and who wishes to increase their expertise in this area.

3. Effective Mentoring

Overview

Mentoring is a process in which a more skilled or experienced person, serving as a role model, teaches, encourages and counsels a less skilled or experienced person for the purpose of promoting the latter's professional and/or personal development. This programme explores the benefits mentoring can bring to the individuals concerned and their organisation and equips the would be mentor with the appropriate skills to carry out the role.

Objectives

- Explain the role of mentor and the benefits of mentoring
- Recognise the skills and qualities required of an effective mentor
- Understand the steps involved in the mentoring process
- Explore tips for success and avoid pitfalls

Who's It For?

This course is ideally suited to anyone who is considering a mentoring role or for those members of staff new to mentoring and who want to improve their mentoring skills. It is also appropriate for Managers who want to empower and develop their staff more effectively through coaching and mentoring.

4. Effective Delegation

Overview

Effective delegation is an essential managerial skill, but for many managers it can be a difficult task. Many remark that it is simply quicker to do the task themselves, while others say that they do not have the time to train someone. Delegation is fundamental to a manager's role and can develop individuals, save time, motivate and improve team productivity. This workshop has been designed as an essential management guide to delegating and achieving.

Objectives

- To define delegation
- To understand what to delegate, how to delegate, when and to whom to delegate
- To learn the skills of an effective delegator such as good communication and feedback, respect for people and how to provide support
- To learn how to effectively monitor progress and avoid interference
- To recognise and deal with barriers to delegation e.g. losing control, overburdening staff and lacking trust

Who's It For?

This course is suitable for members of staff who have a managerial or supervisory role within the organisation.

5. Coaching for Results

Overview

A leader or manager achieves results through the efforts and activities of those around them. Managers need to use a variety of coaching skills and approaches to work effectively with individuals and teams to improve job performance.

Objectives

- To understand coaching as a management skill
- To learn how to get started, how to build rapport and what questions to ask
- To employ the coaching process to ensure effective coaching success
- To identify opportunities to coach in the workplace
- To practise core skills and behaviours by coaching others

Who's It For?

This course is for Practice Managers and other personnel who are responsible for developing people in job related skills within the workplace to help them realise their potential.

6. Motivation in Action

Overview

Highly motivated employees are vital for any organisation seeking good results. Motivating is about giving employees appropriate challenges, creating effective incentives, and maintaining proper feedback channels. The workshop will focus on how to assess motivation levels, develop effective motivation skills, and create a more motivated environment.

Objectives

- To learn how to influence behaviour by discovering what makes people tick
- To recognise and satisfy the needs of individuals to help you get the best from people.
- To learn how to measure morale and reduce de-motivation
- To practise the skills essential to be a good motivator such as improved communication, making time available, winning co-operation and encouraging initiative

Who's It For?

This course is for Practice Managers or for members of staff in a supervisory role who wish to improve the level of staff morale and create a more positive working environment.

7. The Gift of Feedback

Overview

Some managers "tell it like it is" while others "wait it out," hoping things will improve. Neither of those approaches is especially effective. This workshop gives an insight on how to be a constant guide to employees through giving clear and specific performance feedback that keeps them on course and will motivate rather than have a destructive effect on the individual or team.

Objectives

- To appreciate the importance of feedback and the benefits it can bring to the individual and practice
- To learn how to give feedback constructively
- To identify what makes feedback effective
- To discuss and apply the steps necessary for giving effective feedback
- To recognize opportunities to provide feedback
- To learn how to give feedback on poor performance
- To describe strategies for managing defensive responses

Who's It For?

This course is for all employees, especially those with an opportunity to give feedback regularly.

8. Performance Appraisal

Overview

The workshop is intended to help attendees effectively appraise the performance of their staff and then implement follow up actions.

Objectives

- To understand how to introduce a simple appraisal system
- To practice appraisal interviewing using the interpersonal skills required
- To learn how to give constructive feedback
- To gain greater confidence to handle appraisals

Who's It For?

This course is suitable for Practice Managers who have to carry out appraisals and staff assessment.

Team Development

1. Encouraging Accountability

Overview

This highly interactive and entertaining workshop helps to begin the process of building a culture of accountability in the workplace.

Objectives

- To introduce the basic principles of accountability
- To recognise the responsibility of the individual to achieve results
- To learn the behaviours associated with accountability
- To help people take accountability for obtaining and acting on feedback by overcoming the barriers that keep them from seeking and offering feedback

Who's It For?

This course is for anyone who works in a team environment but is accountable for their own work.

2. Knowing Me, Knowing You

Overview

Understanding the behavioural tendencies and needs of all team members is the first step to becoming more effective as a team. This session enables participants to develop an understanding of themselves and an awareness of how their behaviour impacts on others in the team.

Objectives:

- To help delegates understand team dynamics and their individual style within the team
- To allow the team to maximise its performance by utilising individual strengths and valuing individual differences
- To minimise the potential for conflict within the team setting by better understanding each other and their preferred style
- To provide team leaders/managers with a valuable insight into their team in order to assist with delegation of tasks and help to maximise team performance.

Who's It For?

This workshop is suitable for any team of people who wish to better understand their individual strengths and optimise their working relationships. They could be a newly forming team, an established team who want to improve their performance or a team who have new members appointed.

3. Building High Performing Teams

Overview

Some teams are able to achieve outstanding success, no matter how difficult the objective. Whether a football team at the top of their league, a group of scientists who have achieved a startling breakthrough, or a team of salespeople who have smashed their targets, high performing teams cross all walks of life. This session aims to harness the team's resources and talents and to recognise the impact of teamwork on productivity and morale.

Objectives:

- To illustrate the power of teams
- To explore the characteristics of high performing teams
- To determine the team's stage of development
- To understand the team's strengths and challenges
- To explore the team vision, purpose and values

Who's It For?

Team leaders and managers who need to build a high performance team, improve the performance of their existing team and are required to get results through the direction, motivation and leadership of others.

Personal Development

1. What Matters Most Time Management Programme

Overview

This workshop is aimed at helping delegates make the most of their time through prioritisation techniques. Time is spent recognising and learning to avoid time-wasting situations.

Objectives

- To develop effective time and self management techniques
- To learn the importance of goal setting
- To prioritise tasks appropriately
- To become experts in dealing with interruptions
- To contrast decision making versus procrastination

Who's It For?

This course suits anyone who has discretion about their use of time and wishes to improve how they use it.

2. Managing Stress

Overview

This is a practical course designed to show you how to reduce stress by managing pressure better. You will learn how to stay more in control of yourself as the pressure increases so you can still perform well and achieve results.

Objectives

- To learn how to understand and recognize stress in the workplace and at home
- To understand the impact of life crises and how to minimise them
- To develop action plans on how to manage stress
- To learn how to "fire-fight" and ways to work on tomorrow today

Who's It For?

This course suits anyone who experiences stress in the workplace.

3. Managing Change

Overview

This workshop allows attendees to see change not only as an inevitable part of working in today's environment, but also as desirable. It will also help those responsible for introducing change to win hearts and minds and succeed in moving projects forward.

Objectives

- To introduce the theory of change
- To work through how changes can be introduced most successfully
- To understand normal reactions to change and to help delegates accept change
- To learn how to cope with change in the work-place and other situations

Who's It For?

This course is suitable for recipients of change or those responsible for implementing change.

4. Appraisal Skills for Job Holders

Overview

Appraisal is based on the simple idea that when people know and understand what is expected of them and have been able to take part in agreeing these expectations, they can and will perform in a way that will help meet and possibly exceed these expectations. This workshop will help participants to appreciate the appraisal system and understand how to get the best out of it for the benefit of their ongoing personal and professional development.

Objectives

- To introduce the benefits of an effective appraisal system
- To explain the appraisal process
- To discover what to prepare to get the most out of the appraisal
- To understand the roles and responsibilities of both the job holder and the appraiser at each stage of the appraisal process
- To learn how to receive feedback and become more open to constructive ideas
- To gain greater confidence to handle appraisals

Who's It For?

This course is suitable for jobholders who participate in an appraisal process..

5. Be Your Own Life Coach

Overview

Ever heard of the saying “If you do the same things in the same way, you will get the same results”? This session will provide delegates with the means to make changes, whether big or small, that will create new and positive results in their lives.

Objectives

- To identify behaviours and beliefs that have helped or hindered in the past
- To identify core values and essential elements needed in life to make each delegate happy and successful
- To set positive and compelling goals
- To develop greater confidence and self esteem
- To apply new ways of thinking to tackle problems and create success

Who's It For?

This course is ideally suited to anyone who is dissatisfied with some aspect of their life, or who wishes that things could be better or different but lack the will, confidence or self belief to change.

6. It's All About Attitude

Overview

Our attitudes can either be positive or negative, empowering or limiting. Almost always, we have a choice as to what attitude to adopt. There is nothing in any normal work situation that dictates we must react one way or another. If we feel bored or dissatisfied about something that happens, for instance, that's how we choose to feel. Nothing in the event itself makes it absolutely necessary for us to feel that way. It is our choice. And since we do have a choice, most of the time we'll be better off if we choose to react in a positive rather than a negative way.

Objectives

- Understand how attitude can impact on work performance
- Identify obstacles to a positive attitude
- Explore a range of actions to become more positive
- Develop greater confidence and self esteem

Who's It For?

Any individuals who wants to be the best they can be both personally and professionally.