

Business Area	Learning and Development Session	Course Content
<i>Managing People</i>	Recruiting the Right Person	Framework in which to recruit the correct person for any role within the practice.
	Managing People Confidently	Helping create confident and competent managers with skills to manage people within in their teams.
	Leading People in Primary Care	How to motivate, lead and inspire your team to create a positive working environment.
<i>Managing Your Practice</i>	Managing Change in Primary Care	Successful change management skills in the ever-changing NHS environment.
	Health and Safety for Primary Care	Understanding for practices in assessing their Health and Safety requirements including Fire Safety, Visual Display Screen Assessment and COSHH.
	Equality, Diversity and Human Rights	Understanding of Equality Legislation, how this translates into general practice and how to respond to diverse communities and patients.
<i>Employment Law</i>	Employment and Contractual Responsibilities	Update on the most recent employment law guidelines and how this affects your practice.
	Managing Grievance and Discipline	Building confidence in managers to create the right working environment, and how to deal with things if they go wrong.
	Performance Management	Focus on setting high performance standards and motivating staff to meet these standards.
<i>Finance</i>	Practice Finance and Contracts	A practical understanding of practice finances and contract requirements.
	Bid Writing and Business Case Development	Ensure that those who write bids or proposals for new opportunities are equipped with the right tools to win.
	GP Practices – Succession Planning	A look at how to succession plan in financial terms.
<i>Managing Yourself</i>	Assertiveness and Interpersonal Skills	Learn how to improve interpersonal skills and become assertive in the most difficult of situations.
	Effective Communication	Understanding the communication process and ensure that staff can communicate in the best way.
	Dealing with Difficult People	Exploring the different levels of difficult people and how to address these situations and people.
<i>Customer Service</i>	Chaperone Training	Ensuring that all staff know their roles and responsibilities when acting as a chaperone.
	Customer Service – Best Practice	Focus on how to deliver the best customer service including how to deal with challenging behaviour from patients and language to be used.
	Patient Experience – what is it?	Examining patient experience and how to measure this as party of the CQC requirements.
	Medical Terminology for Non Clinical Staff	An understanding of medical terminology so that non clinical staff have a grasp of conversations in their working environment.
	Prescribing for Non Clinical Staff	An overview for non-clinical staff on the prescribing process.
	Managing Addicted Clients	Training on how to manage addicted clients, including alcohol, prescription over the counter medicines (e.g. OAD) and Spice.