

BESPOKE PRACTICE MANAGER COURSES



**10%
Discount
if booking
all 3**

Based on your feedback, EFSU have commissioned a number of short course learning events as part of their new Practice Plus Learning Hub.

COURSE 1

**EMOTIONAL
RESILLIENCE &
MANAGING STRESS**

**MANAGING
CONFLICT &
DIFFICULT
CONVERSATIONS**

2nd May 2024
9.30-4.30pm
£120 (including VAT)

COURSE 2

LEADING CHANGE

**QUALITY
IMPROVEMENT**

16th May 2024
9.30-4.30pm
£120 (including
VAT)

COURSE 3

**LEADING &
DEVELOPING
TEAMS**

6th June 2024
1.00-4.30pm
£60 (including
VAT)

[Book your place & for more info](#)

2nd May

Course aims:

Emotional Resilience and Managing Stress

- The key strategies for coping with stress
- How to recognise and differentiate emotions
- The impact of emotions on how we deal with stress
- Simple tools and habits that will help build resilience

Managing Conflict and Difficult Conversations

- The key causes of conflict in practice
- The barriers and benefits to addressing conflict
- Strategies for dealing with conflict
- How to have more assertive conversations

£120

Book now

These short courses will be delivered by John Mackel, who has been involved in education for 20 + years and worked with a range of Primary Care Staff, managers, GPs, Nurses, MDTs. John has a specific interest in Executive Coaching and Strategic Leadership and is also a lecturer at QUB.

6th June

Half Day

Course aims:

Leading Teams

- How teams develop and mature over time
- The role of a manager in leading this development
- How to engage teams to collaborate more effectively
- How to develop ground rules for team work

£60

Book now



PRACTICE PLUS⁺
LEARNING HUB

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3

16th May

Course aims:

Leading Change

- Why change initiatives often fail
- How people respond to change
- The eight key steps to leading change
- Strategies for dealing with resistance to change

Quality Improvement

- What quality looks like
- Continuous improvement principles
- Lean Thinking for Quality Improvement
- How to apply Lean tools for improving quality

£120

Book now

EFSU have not been allocated any funding for education and training for Practice Managers this year. However, based on your feedback we have commissioned a small number of short course learning events. These courses are being run at cost price and not for profit, i.e. to cover speakers fees. Any surplus income will be invested back into future educational events.