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LMC Training 2024



# HR TRAINING

# DISCIPLINARY MATTERS AT WORK



All supervisors and managers of people need to understand how to handle and manage disciplinary issues at work. This webinar looks at both the disciplinary policy and process to enable a legal and practical understanding of how to manage workplace disciplinary issues effectively.



**23rd April**



**Microsoft Teams**



**2pm - 3:30pm**



**£30 per person**



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# HANDLING GRIEVANCES AT WORK



Handling staff concerns at work effectively can promote employee satisfaction in a positive, proactive, and constructive manner. A positive approach to grievance management can enable early identification of employee dissatisfaction, provide a platform for joint problem solving, and facilitate mutually beneficial resolutions for both employer and employee.



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# EFFECTIVE APPRAISALS



Do you want to know how you can enhance the appraisal scheme experience of your employees for the benefit of all? Do you want to encourage high performance, deliver results and increase motivation? Do you want your people to feel well-supported and encouraged through their day to day management? If so then this is an opportunity to increase understanding and knowledge on how to operate an effective appraisal scheme.



**17th June**



**Microsoft Teams**



**2pm - 3:30pm**



**£30 per person**



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# RECRUITMENT & SELECTION



A refresher on how to recruit the best for your practice and avoid the common mistakes. Expect to come away with increased knowledge of the legal setting in which recruitment and selection takes place, to understand what good practice looks like. The webinar also explores the importance of retaining staff once you have recruited them.



**10th September**



**Microsoft Teams**



**2pm - 3:30pm**



**£30 per person**



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# MANAGING POOR EMPLOYEE PERFORMANCE



Do you dread tackling your poor performers? Learn how to put the steps in place to secure the performance of your team and to deal with any underperformance.



**16th October**



**Microsoft Teams**



**2pm - 3:30pm**



**£30 per person**



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# CHANGE MANAGEMENT



Come and explore the impact of change on employees, understand how to develop clear and focused strategies for the management of change and increase your awareness of contractual responsibilities and the legal framework of change management.



**18th November**



**Microsoft Teams**



**2pm - 3:30pm**



**£30 per person**



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# SICKNESS MANAGEMENT



Sickness absence can be a drain on the organisation and its' employees. It's important to understand employee sickness absence proactively within the law and good practice. Learn how to effectively manage employees who are unable to attend work for reasons of illness or injury.



**10th December**



**Microsoft Teams**



**2pm - 3:30pm**



**£30 per person**



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**CONFLICT  
MANAGEMENT**

# CONFLICT MANAGEMENT



The event will be split into three sections and is suitable for all clinical and non-clinical staff including receptionists: The legal aspects of managing aggressive patients, understanding conflict and de-escalating conflict. The event will be hosted over a one three-hour session.



**19th February**



**1pm - 4pm**



**10th June**



**1pm - 4pm**



**27th November**



**1pm - 4pm**



**Microsoft Teams**



**£30 per person**



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**COMPLAINTS**



# COMPLAINTS



Complaints are an inevitable part of working as a GP or Practice Manager. The training will include various guidance and advice to help you understand the regulatory requirements for handling complaints. Understanding why patients complain and how to investigate and respond effectively and efficiently. Raise awareness of what the LMC can offer to support practices through the complaints process.



**11th March**



**2pm - 3pm**



**20th June**



**3pm - 4pm**



**14th October**



**2pm - 3pm**



**Microsoft Teams**



**£30 per person**



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**CQC  
Update**

# CQC UPDATE



Online workshop involving discussions on the registration process, how to successfully prepare, the different types of inspections and any changes that have been made including new updates.



**29th January**



**2pm - 4pm**



**19th June**



**2pm - 4pm**



**22nd October**



**2pm - 4pm**



**Microsoft Teams**



**FREE**



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## Finance for GP Practices



# FINANCE FOR GP PRACTICES



The finance training will be hosted with Accountants, Dodd & Co.

The below topics will be covered:

- Cash flow
- Profit and Loss
- Saving for tax bills
- Income Streams
- Budgeting
- Year End & Final Accounts



**19th March**



**Microsoft Teams**



**11am - 1pm**



**£30 per person**



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