

LMC Training 2024





## 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











# HANDLING GRIEVANCES AT WORK



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



23rd May



Microsoft Teams





2pm - 3:30pm 🗜 £30 per person









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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 wellsupported and encouraged through their day to day management? If so then this is an opportunity to understanding increase knowledge on how to operate an effective appraisal scheme.



17th June



**Microsoft Teams** 



O 2pm - 3:30pm £30 per person











### 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 the webinar also explores importance of retaining staff once you have recruited them.





**Microsoft Teams** 



2pm - 3:30pm 🔓 £30 per person

www.nwlmcs@org





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## **MANAGING POOR EMPLOYEE PERFORMANCE**



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



16th October



**Microsoft Teams** 



O 2pm - 3:30pm £30 per person











#### CHANGE MANAGEMENT



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





**Microsoft Teams** 



2pm - 3:30pm £30 per person











#### SICKNESS MANAGEMENT



Sickness absence can be a drain on the organisation and its' employees. It's important employee understand 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





**Microsoft Teams** 



£30 per person













# **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** 



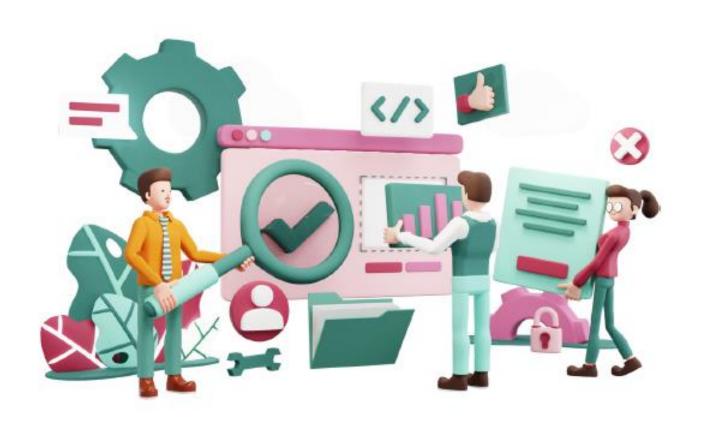
£30 per person













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







