

Learning Objectives

- Develop your understanding of role of leadership in managing in your GP Practice
- Offer a range of skills and techniques for engaging more effectively with colleagues
- Increase your confidence about handling situations requiring effective conflict management & negotiation
- Explore the role of performance management in the GP Practice
- Become more effective as a team leader

Programme

Timings	Activity
08:30	Arrive for coffee
09:00	Welcome and introductions
09:20	- What is the present situation in your practice? • Review and discussion in small groups • Sharing in the whole group
09:50	What is good leadership? Why is leadership important in your practice right now? • Review and discussion in small groups and share in whole group • Michael to propose a definition and an overview
10:20	What are the key attributes and skills needed for effective leadership? • Small group discussion and share • Michael to propose some key attributes and skills for effective leadership
10:50	Coffee
11:15	What are the most important attributes and skills that I need to improve? • Individual work and small group discussion • Share in the whole group • Michael to summarise
11.45	Clinic One – Confronting a colleague about their performance
12.30	Presentation - Developing a Performance Management Approach to managing staff
12:45	Lunch
13:30	Clinic Two – Managing conflict over practice policy
14:15	Presentation - Key skills for effective confronting and managing conflict
14.45	Tea Break
14:45	Clinic Three – Negotiating agreement at a practice meeting
15:15	Key skills for effective negotiation – Michael to summarise
15:30	Answering key questions
15:45	Review of the day
16:00	Farewell and Close

The day will be led by **Michael Simmons**, Senior Partner, Simmons Dickinson

We will be joined by **Rachel Ware** from the GMC over lunch

RCGP Curriculum areas covered:

2.03 The GP in the wider professional environment

Good Medical Practice Framework:

1.1 Maintain your professional performance

- Keep knowledge and skills about your current work up to date
- Participate in professional development and educational activities

1.2 Apply knowledge and experience to practice

- Adequately assess the patient's conditions
- Provide or arrange advice, investigations or treatment where necessary
- Prescribe drugs or treatment, including repeat prescriptions, safely and appropriately
- Provide effective treatments based on the best available evidence
- Consult colleagues, or refer patients to colleagues, when this is in the patient's best interests

3.2 Work collaboratively with colleagues to maintain or improve patient care

Feedback, Course certificates and Reflection on Learning

Please submit your feedback online by following the link in the email you will be sent after the course. Feedback will be collated and shared with educators.

Once you have left your feedback, you will be able to access your course certificate and reflection on learning template for this course.

Your course certificate and reflection on learning can be completed, added to or amended at any time, using your HLP login. You can also download it as a PDF document

Course materials

Course documents will be added to the website. You will find them next to this course in the programme listing, and also in the library.

All shared documents from recent courses are stored in the library. You can access it at any time and search for documents or topics using key words.

Sponsors

Our sponsors for the day are *Chiesi & Lilly*

We are very grateful to the sponsors for supporting this event. Please do visit their stands during the breaks.

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