

## Dental Practice Managers Workshops

The programme consists of 4 days, 8 units and we will cover 2 units per session. Each workshop will be the usual 6 hours long and will consist of group work to facilitate peer learning and interaction. We will be following the units laid down by Institute of Leadership and Management which Jo Russell has been delivering in one guise or another since 2007. This means that, should delegates opt to, they can go forward and complete the management certificate or full diploma independently, but there is absolutely no requirement to do so and they can still complete the workshops without obligation of doing a qualification.

There will be 4 workshops with one workshop every 12 weeks commencing 24<sup>th</sup> June 2017. This allows there to be time for reflection in between us meeting up, allowing any work to be completed (such as working towards dementia friendly practice).

Delegates are required to commit to all 4 days of workshops. Some form of affirmation from their Dental Practice to support them in attending all 4 days Dental Practice Managers Workshops would be required. This could be in the form of a letter from Principle. 12 delegates can attend on first come basis having met our conditions.

All 4 workshops to be held at RBH TEC as central and easily accessible by rail

The cost of the course will be £300.00 per delegate including (fab lunch)

Katy; Day 2 will now be 16<sup>th</sup> September 2016. If this is not acceptable to you we can perhaps 'jiggle' the programme a little

Contact; Gill [Mather@thamesvalley.hee.nhs.uk](mailto:Mather@thamesvalley.hee.nhs.uk) for information.

Day one:

Induction to the programme, expectations regarding staying the course and the benefits that will be gained from attending and working in and on the programme.

### Customer service:

- Know the legal and organisational requirement for managing customer service
- Appreciate customer service standards
- Know how to monitor customer service performance

### Leading and motivating a team effectively

- Know how to communicate the organisation's vision and strategy to the team
- Know the ways in which you can motivate and develop the team

### Managing Personal Development

- Identify and prioritise work-related development requirements
- Be able to implement and evaluate planned development activities and apply learning in the workplace
- Know the impact of development on workplace performance

This CPD unit is vital to allow delegates to plan and develop themselves and show how their progress through the course has increased their knowledge and performance including how the practice has benefitted. The unit will be introduced today and concluded on the last day.

Day two:

#### Planning a complex team activity

- \* 1- Be able to plan a complex team activity
- \* 2- Be able to communicate information on the activity to your team
- \* 3- Be able to review own ability to lead a team through a complex activity

The team activity for this programme will be 'Working Towards a Dementia Friendly Practice'. For this section Gill will be bringing in a co-speaker Katy Kerr to go through audit and patient safety. Groups will work together to develop a strategy and various activities that are required in order to become dementia friendly. They will look at the team roles and delegation and come up with a time scale and identify any training needs within the practice that may be required. I will be on hand to provide support to the practices in order to develop this aspect and at the next session they will present their ideas and thought processes to introduce this.

This may springboard other courses that the deanery may wish to consider providing for the team regarding getting in dementia specialists to develop the team.

#### Managing Risk in the Workplace

- \* Appreciate the importance of managing risks in the workplace
- \* Be able to identify and manage risks in own area of responsibility

This unit is all about any type of risk the practice may face. I tend to concentrate on health and safety, but could include record cards, infection control or data risk.

Day 3

## Marketing

- Understand the market within which an organisation operates
- Understand the effectiveness of marketing within own organisation

This unit allows the delegate to look at the area they operate in, evaluate the competition and think of something they could promote in the practice to increase income.

## Finance

- Understand the purpose of financial statements and the financial expectations of organisational stakeholders
- Understand how to use and interpret financial ratios to assess a range of performance areas relevant to organisational stakeholders

Finance is often the weakest area in management due to lack of knowledge. This is a simple unit to increase confidence and show managers what they are looking for to stop the leaky bucket effect. Conversely there is plenty of detail to go into should delegates wish, I will see what they want at the time.

## Day 4

## Governance

- Understand the role and responsibilities of governance within an organisation
- Understand the legal and financial undertakings of a governing body
- Understand how to influence the effectiveness of the governing body (principal)

This unit is an excellent unit to explain all of the legal regulations and acts that practices have to comply with. This is often an eye opener as to how much needs to be complied with. This will facilitate group work, allowing each group to research the particular piece of governance and look at what is required to comply with it. They will need to bring some sort of tablet or laptop to do research on, but I will warn them of this as we go through.

## Facilities

- \* Understand facilities management roles and responsibilities and how they contribute to organisational goals
- \* Understand how to develop a facilities management plan in an organisation

A really good unit on how to look after the premises and keep it earning money and the impact on the business should something go wrong. It includes the business continuity plan that is required in CQC.