

PRACTICE MANAGERS FORUM



5 hours

verifiable
education

The role of leadership in driving care improvements

Glenys Bridges - Glenys Bridges Practice Pathways

The session will help practices link the CQC's requirements with the Standards for the Dental Team and will highlight the benefits of formal management qualifications to ensure that on going improvement and high levels of competence are features of your service.

Personality and conflict resolution

Glenys Bridges - Glenys Bridges Practice Pathways

This session will define ways to prevent conflict in the workplace and explore clear guidance when conflict does arise.

Reflection, learning and enhanced CPD

Barbara Brown - Education Consultant

This session will raise awareness of the importance of reflective practice with enhanced CPD for Practice Managers.

Best practice recruitment, interview and induction techniques

Sally Strazzanti - SS Consults

To consider dental recruitment scenarios and situations, so to equip Practice Managers with improved knowledge, skill and confidence relating to recruitment interview questioning and induction processes.

To reserve your place and for full aims, objectives and learning outcomes please visit the Maxcourse website:

www.maxcourse.co.uk/henw



Date:

Monday 26th March 2018

Time:

9.30^{am} - 4.00^{pm}
Registration from 9.00^{am}

Venue:

MANDEC
University of Manchester
Dental Hospital
Higher Cambridge St
Manchester
M15 6FH

Cost:

NHS £30
Non NHS £60