

## Workshop Aims, Objectives and Outcomes

### Workshop 1 – Develop Communication processes for a productive dental team.

**Aim to:**

Develop a range of skills for ensuring that the team work together to achieve high standards of productivity

**Objectives:**

- Consider a range of communication requirements to enable teams to achieve high standards of patient care.
- Recognise ways to make team meeting productive
- Specify the role of staff support measures for the development of the team and individuals

**Outcomes:**

Participants will implement communication and team support processes for building a productive

### Workshop 2 – Manage personal and professional development measures for self and the team.

**Aims to:**

Enable participants to set standards and processes to enable the team to meet high standards of ongoing professional and personal development

**Objectives to:**

- Consider the role of personal and professional development for managers
- Identify team roles and know how to enable each team members to contribute their best work
- Apply reflective learning techniques for service development

**Outcomes:**

The work in this unit will enable managers to create a working environment conducive to staff retention and career development

### Workshop 3- Recognise aspects of leadership and management skills.

**Aims to:**

Develop leadership and management skills and respond to the demands of the business, and its people

**Objectives to:**

- Describe leadership and management requirements in dental organisations
- Identify the impact of a range of styles of leadership and management styles
- Evaluate leadership and management roles

**Outcome:**

Managers will build a team hierarchy with senior and supervisory management roles to create a rewarding and fulfilling workplace and a successful business

## **Workshop 4 – Demonstrate effective resource planning and management for a specified project.**

### **Aim to:**

Define the need for the services and products offered to meet the needs of the businesses internal and external markets

### **Objectives to:**

- Specify project development skills
- Consider techniques for assessing the needs of the local market
- Determine regulatory standards and workplace safety measures

### **Outcomes:**

Managers will plan and deliver a project using a range of project management and marketing analysis skills to recognise how the project meets identified needs

## **Workshop 5 – Map quality measurements and improvement managements for the practice.**

### **Aim to:**

Implement quality management principles to create a practice that conforms to quality compliance requirements

### **Objectives to:**

- Define the underpinning principles of quality management
- Apply quality principles to assess a workplace process
- Describe information governance measures and apply them in practice management measures

### **Outcome:**

Managers will be able to apply the principles of Total Quality Management to policies, processes and procedure to create continuously improving service

## **Workshop 6 – Plan, operate and evaluate a practice budget management.**

### **Aim to:**

Develop a product and pricing scheme to ensure the business achieves the return on investment specified in the business plan

### **Objectives to:**

- Apply range of techniques to create and manage budgets
- Define terminology used in financial management
- Demonstrate how to use financial and business planning, to ensure a business is profitable

### **Outcome:**

Managers will be able to use the business plan to govern leading and lagging financial measures and create a flexible and profitable business