

**6** hrs  
verifiable  
education

**VENUE:**

3<sup>rd</sup> Floor  
3 Piccadilly Place  
Manchester  
M1 3BN

**DATES:**

Wednesday 23<sup>rd</sup> January 2019

**TIME:**

9.30 am – 5.00 pm  
(Registration from 9.00am)  
Refreshments & Lunch Provided

**COST:**

NHS £30.00  
NON NHS £60.00

**SPEAKER:**

Glenys Bridges  
*Practice Pathways Training*

# Quality Management & Improvement:

## Overview:

**This session is 'Workshop 5' of the Management Workshops and Qualification Programme.**

This session is designed to help delegates understand Measuring quality using audits to ensure continual improvement in their practice.

Participants will have a greater knowledge of the use of performance management techniques, mentoring and coaching systems and the need for effective team communication.

For full aims, objectives, learning outcomes and to reserve your place visit the Maxcourse website: [www.maxcourse.co.uk/henw](http://www.maxcourse.co.uk/henw)

Refunds will only be given up to 4 weeks prior to the course date. However, places can be transferred between colleagues if necessary at any time.

