

**Promoting that 'team' feel
(SW10-11-05-3)**

Date and venue:

5th November 2010
Custom Dental Ceramics, Devon

Course Organiser:

Roger Robinson

Course Lecturers:

Jo Orchard

Programme

Introduction 9.30 – 9.45

Run through the day's agenda 9.45 – 9.50

Why we go to work 9.50 – 10.10

The patient journey 10.10 – 10.25

Break 10.25 – 10.40

Service Excellence 10.40 – 10.50

First Impressions 10.50 – 11.40

Why people don't communicate effectively 11.40 – 12.10

How to communicate effectively 12.10 – 12.45

Lunch 12.45 – 13.45

Benefits of effective appraisals 13.45 – 13.55

The Appraisal Environment 13.55 – 14.15

What's important to you at work? 14.15 – 15.15

Break 15.15 – 15.30

Goal setting 15.30 – 16.30

Wrap Up and close 16.30