**Exciting FREE Training For Frontline Staff!**

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We are delighted to announce our Frontline Programme for receptionists and administration staff who are working in primary care in BSW.

This training has already been delivered to **200** of your colleagues over the past few weeks and now the BSW Training Hub is offering a **further 200 funded places.**

Watch this: <https://youtu.be/YHoOKSs0HIs> for more information.

The course focusses on:

* The Heart Of The Surgery
* Changes & Choices
* Patient Experience
* Effective Communication
* Managing Other’s Emotions & Challenging Patients
* Importance of Signposting
* Keeping Motivated
* Creating New Habits

It is delivered online in small 15 minutes chunks, supported by webinars for both delegates and managers.

A great opportunity to invest in your team before the winter season providing them with tools to perform even better!

***How to get involved and secure your places!***

There will be a short Webinar to share more about this programme and answer any questions on **Wednesday 30 September 2020 at 12md** (maximum 30 mins). This is aimed at Practice Managers or Team Leaders who are interested in sending staff on this training and supporting them to implement the learning following the course.

Join Zoom Meeting

<https://us02web.zoom.us/j/5692481857?pwd=ZWdUdVlFZnZOWjVlaFFiK0o4WkxVUT09>

Meeting ID: 569 248 1857

Passcode: 095216

**Or** email us directly to reserve your spaces on[info@thedevelopmentpeople.co.uk](mailto:info@thedevelopmentpeople.co.uk)

Priority will be given to the 80 staff who are already on the waiting list, but the remaining places will be allocated on a first-come, first-served basis.

This is what staff have been saying about the course:

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