

FRONTLINE

Online Development Programmes
for GP Reception & Admin Staff

Positive & Proactive Communication For Effective Call Handling

This training programme is for staff who are:

- ✓ Undertaking more phone triage than ever before
- ✓ Having to adjust their approaches quickly based on recent events
- ✓ Needing to prevent face to face appointment demand slipping back to previous levels
- ✓ Ready to benefit from skills development before the Winter Season!



Our interactive online programme contains mini learning sessions that are easily accessible and can be completed any time; making learning flexible and reducing time away from the role. It is also supported by a face to face webinar (1Hr) at the end of the programme. As a manager you are invited to 2 x webinars.

Delegates will cover:


- ✓ The Heart Of The Surgery
- ✓ Changes & Choices
- ✓ Effective Communication
- ✓ Managing Other's Emotions & Challenging Patients
- ✓ Importance of Signposting
- ✓ Phone Triage Skills
- ✓ Keeping Motivated
- ✓ Creating New Habits



Up to 10 places per practice **funded** by BSW Training Hub



www.TDPhealthcareplus.co.uk
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 @TheDevPeople

Positive & Proactive Communication For Effective Call Handling

The programme includes:

- ✓ 10 mini-modules 10-15 mins (completed at own pace) & 1 Hr Webinar
- ✓ Best Practice Language Guide
- ✓ Action Plan
- ✓ Evaluation & Certificate (Must score 80%)
- ✓ Manager support pack & webinars
- ✓ Downloadable resources



Manager Requirements:

The key part of this programme is to embed the training within the practice, so you see real benefits! And importantly – it doesn't take up lots of your time.

We will provide:

- + Group Webinars at the start & end of the programme to talk you through the course & how to best support it (max. 1hr)
- + A manager support pack with everything you need to know – including email templates to send your team about the training
- + We will organise enrolments, certificates & training plans
- + A follow-up webinar with staff
- + Action plans emailed to you to follow up back at practice



Benefits:

Time efficient –

- + 10 mini-modules of 10-15 mins
- + Flexible - Complete at own pace over a month
- + Time & cost efficient vs. group workshop

Improve skills & behaviours to help:


- + Manage demands easier
- + Patient experience
- + Ready staff for change
- + Create proactive vs. reactive mindsets
- + Self-motivation



**For A Funded
Place - Book By
31st July 2020**



Book Your Funded Places Now
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