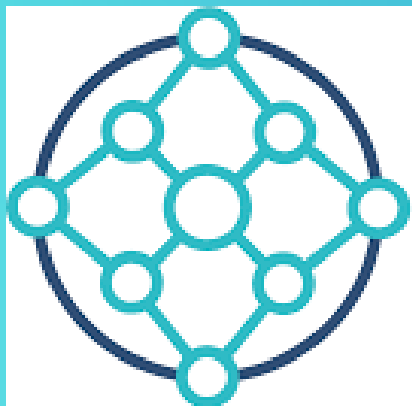


NON-CLINICAL MASTERCLASS SESSIONS 2024



Lancashire &
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PRIMARY CARE TRAINING HUB

The following masterclasses are just 60-75 minutes in length and are delivered virtually via MS Teams

They are fully interactive and provide tools and techniques for effective implementation

A certificate of attendance is provided at the end of the session which can be used towards CPD.

Booking links are on the last page



TOPICS

Building self resilience and team resilience

Problem Solving, root cause analysis & decision making

How to have a challenging conversation

The art of delegation

Stepping into a management position

How to empower your team

Self-development

Teamworking principles & building a cohesive team

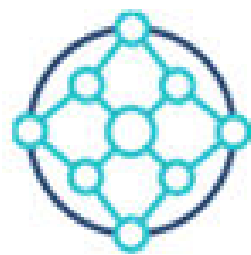
Conflict resolution & de-escalation

How to perform an effective appraisal

Perfecting interview techniques and getting the most out of recruitment

Quality improvement and change management



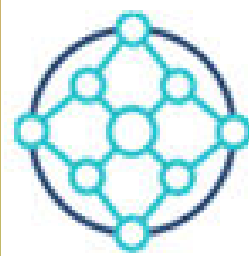


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BUILDING SELF RESILIENCE & TEAM RESILIENCE

This 75 minute session provides practical tools and techniques to boost personal resilience and also team resilience to cope with work and life pressures



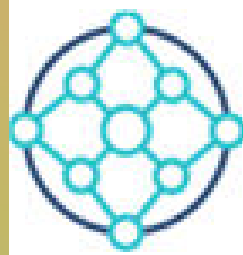


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PROBLEM SOLVING, ROOT CAUSE ANALYSIS AND DECISION MAKING

This 75 minute session explores problem solving, root cause analysis and decision making tools and to identify effective solutions



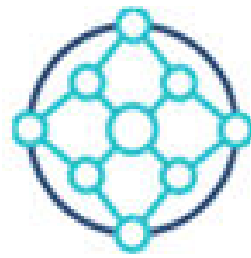


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HOW TO HAVE A CHALLENGING CONVERSATION

This 75 minute session provides the tools to tackle those challenging conversations effectively and removes the fear and reluctance



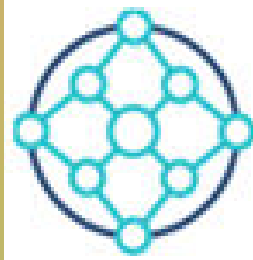


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THE ART OF DELEGATION

This 75 minute session explores different management styles and provides the necessary tools to delegate effectively



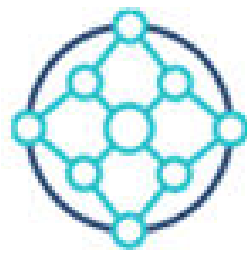


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STEPPING INTO A MANAGEMENT POSITION

This 75 minute session explores the challenges when stepping into a management position for the first time and looks at the principles and strategies of effective management



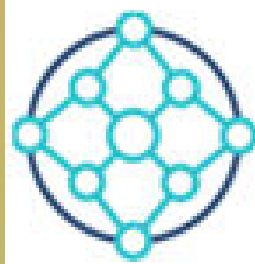


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HOW TO EMPOWER YOUR TEAM

This 75 minute session explores the principles of coaching techniques to develop your team to problem solve and self direct





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SELF DEVELOPMENT

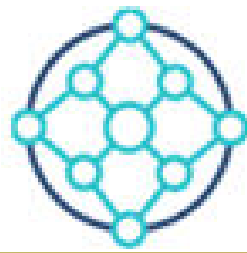
This 75 minute session explores techniques for self development including identifying personality traits, strengths and development needs



TEAMWORKING PRINCIPLES AND BUILDING A COHESIVE TEAM

This 75 minute explores the qualities of successful teams, identifies the traits of dysfunctional teams and develops strategies to build a highly functioning cohesive team



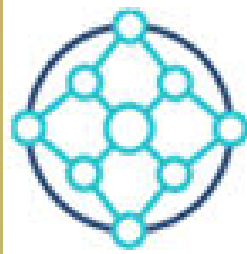


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CONFLICT RESOLUTION AND DE-ESCALATION

This 75 minute session provides tools and techniques to de-escalate a situation and resolve conflict





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HOW TO PERFORM AN EFFECTIVE APPRAISAL

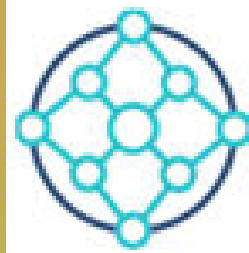
This one hour session explores appraisal techniques from identifying the framework to be reviewed to the logistics of achieving a motivating and effective appraisal



PERFECTING INTERVIEW TECHNIQUES AND GETTING THE MOST OUT OF RECRUITMENT

This one hour session explores the most effective ways to recruit and develops interviewing skills and techniques to maximise the success of recruitment.

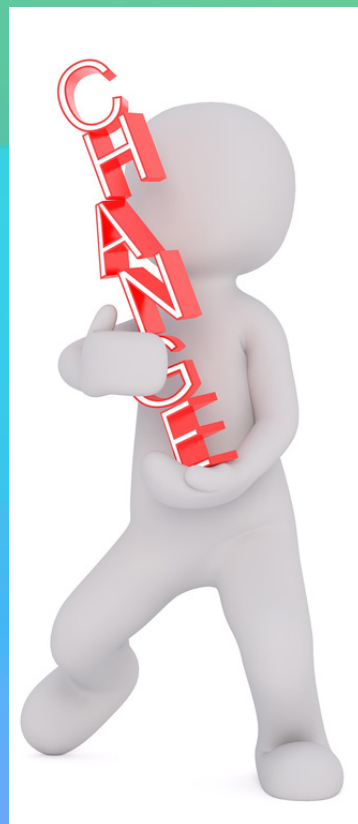


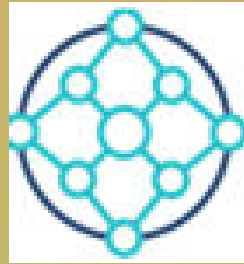


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QUALITY IMPROVEMENT AND CHANGE MANAGEMENT

This 75 minute session explores quality improvement methods and techniques including PDSA cycles and change management theories and strategies

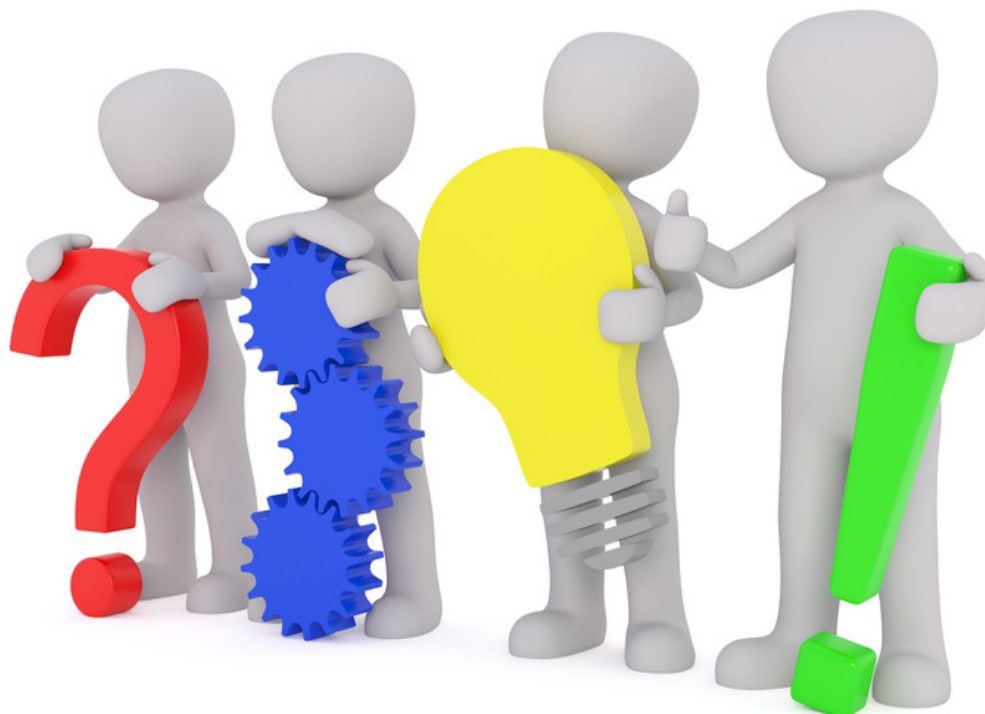




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What equipment do I need?

MS Teams access plus a microphone and camera



Click on the links below to book your place

[How to have a challenging conversation: 23rd Jan \(2-3:15pm\).](#)

[Problem solving, root cause analysis and decision making: 6th Feb \(2-3.15pm\).](#)

[The art of delegation: 12th March \(2-3.15pm\).](#)

[Building personal and team resilience: 16th April \(2-3.15pm\).](#)

[Conflict resolution and de-escalation: 15th May \(2-3.15pm\).](#)

[Quality Improvement and change management: 21st May \(2-3.15pm\).](#)

[How to empower your team: 5th June \(2.15-3.30pm\).](#)

[How to perform an effective appraisal: 9th July \(2-3pm\).](#)

[Perfecting Interviewing techniques and getting the most out of recruitment: 11th September \(2-3pm\).](#)

[Stepping into a management position: 17th September \(2-3.15pm\).](#)

[Teamworking principles and building a cohesive team: 24th September \(2-3.15pm\).](#)

[Self Development: 16th October \(2-3.15pm\).](#)

