



Practice Manager Development Programme



Empowering healthcare teams since 2006

Practice Manager Development Programme

The Practice Manager Development Programme has been carefully designed to help practice managers who are tasked with managing the day to day running of the business and staff, to develop their management and leadership skills.

The programme covers three elements:

The Practice: Finance, in particular accounting and the partnership model.

The People: Recruitment, appraisal, conflict and performance management.

Productivity: Personal, team and meetings.

Benefits

- A greater understanding of yourself and your leadership qualities
- Knowledge and skills around governance, finance and team management
- HR skills to manage team performance and growth through appraisals and recruitment
- Tools to boost time management
- An increased understanding of decision-making and conflict management tools
- Improved communication skills
- Skills to work smarter, to improve productivity and reduce stress

Programme Structure

The programme is split into six modules (three full days or six half days).

Module One - *Personal Productivity*

This module shows you how making some changes to how you work, and working smarter, offers many benefits, including, improvement in work efficiency, reduction in time spent on workload, stress reduction, and supports a work/life balance.

Module Two - *Productive Meetings*

This module will cover various challenges to running a productive meeting. For example, differences in opinion, starting/ending in time, quieter/louder attendees and too many meetings. Effective meetings are crucial for teamwork and productivity.

Module Three - *Recruitment*

Understanding your current selection process and manage the process clearly and concisely from start to finish. Developing and understanding the importance of good questioning, listening and interview techniques.

Module Four - *General Practice Finance*

This module will help you understand how money flows in Primary Care. Providing you with the skills, knowledge, and understanding to identify income and expenditure, read and understand payment sheets and accounts, control costs and maximise income.

Module Five - *Conflict Resolution*

Understanding your role and developing your skills in successfully managing conflict in the workplace.

Module Six - *Appraisal Skills*

This module will help to increase your understanding of how the appraisal and performance management process works at your practice. It will develop skills required for great performance, and conversations that enable team members to get the best from the process by being receptive to feedback, in turn contributing to objective setting which in turn drives high performance.

Why Xytal?

Xytal helps primary care teams to innovate, grow and flourish. People are our focus. We help teams find better shared ways of working, to improve processes, and overcome challenges to support better patient outcomes and find more joy at work. Our cadre of highly experienced facilitators collectively have more than 400 years of front-line public sector working with over 1200 healthcare organisations throughout the UK, helping them to learn, implement and benefit from meaningful and measurable transformation. We are also on the NHS Health Systems Support Framework (HSSF) which makes it easier for NHS colleagues to work with us, confident that we are accredited suppliers.