

FRONTLINE

Online Development Programmes
for GP Reception & Admin Staff

Positive & Proactive Communication For Effective Call Handling

This training module 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, can be completed any time; making learning flexible and reducing time away from role

Delegates will cover:

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




*All this for
£49 + VAT per
person!*



Call: 07800 842322
Email: info@thedevelopmentpeople.co.uk

www.TDPhealthcareplus.co.uk
info@thedevelopmentpeople.co.uk

 @TheDevPeople

Positive & Proactive Communication For Effective Call Handling

The programme includes:

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



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

Manager Requirements:

The key part of this programme is to embed the training back at 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
- + Action plans emailed to you to follow up back at practice



To book your place, call or email...



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