

FRONTLINE Excellence



Training & Development for Primary Care Staff

The NHS is continually changing. Do you experience these challenges?



Increased Demand



Unhappy Patients



Decreased Resources



Deflated Staff

We support your team by giving them the skills and tools to;

- Deal with those challenging conversations
- Communicate positively and effectively
- Present Signposting options in a way that the patients want to say yes!
- Manage their own mindset and increase wellbeing - remembering why they do the role
- Work together as a team - encouraging stability, support, and team happiness

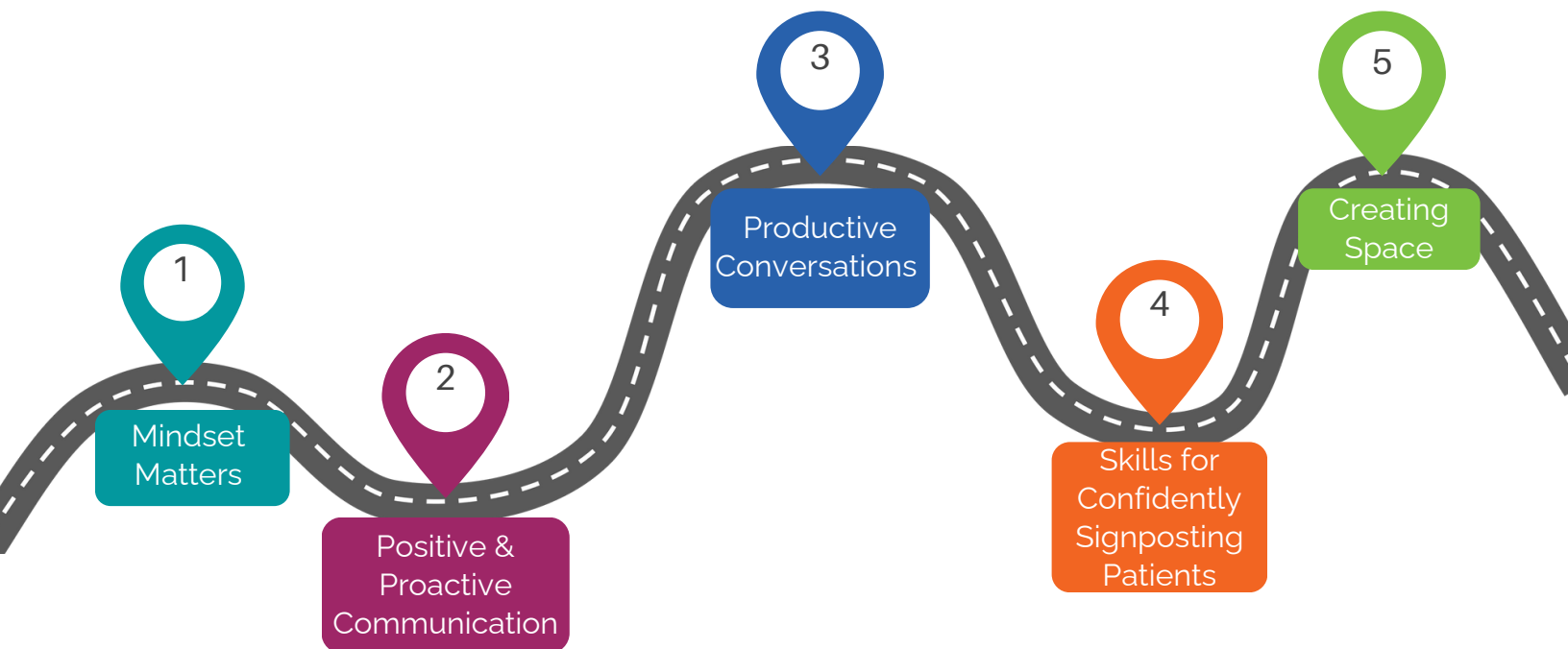
We pride ourselves on

- Engaging people through really understanding their world
- Making staff feel valued
- Bringing energy and optimism to the workplace!



Academy Roadmap

The Academy provides the option for staff team's to have continual and focussed development that has been designed specifically for them.



There are 2 ways to learn - either Face to Face or Live Online.
Simply choose from the 5 programmes below:

1. Mindset Matters
2. Positive & Proactive Communications
3. Productive Conversations in Challenging Situations
4. Skills for Confidently Signposting Patients
5. Creating Space

Book a 15 min call with Lucy



All programmes also come with downloadable resources, support packs & optional webinars for the learner & the manager to help embed learning.

Mindset Matters

1

This is the first of the academy programmes and focusses on creating a positive mindset about the role and re-framing challenges. We widen the perspective on what can be achieved, encourage ownership, and build ideas for the year ahead. This is a great programme to bring a team together and boost morale.

Delegates will cover:

- ✓ Pressing the '**Reset Button**'
- ✓ Recognising the significance of their role in the wider NHS context
- ✓ Delving into '**Why do you really do your role?**'
- ✓ **Celebrating** successes
- ✓ Exploring the **challenges**
- ✓ **Addressing stereotypes** - 'Dragon Receptionist'
- ✓ Navigating the **7 Ages of an administrator**
- ✓ **Understanding the patient's perspective**
- ✓ The impact of frequent **Change** - How do we become '**unstuck!**'
- ✓ **Tarzan Vines** - What does the future look like?
- ✓ Identifying a mindset plan for the year ahead

I have seen a noticeable difference in how my team are turning up each morning - much more positive!



Overall Programme Rating:



4.5 Average Overall Rating

Frontline Programmes 2020-2023
Delivered to over 7000 learners



2 Positive & Proactive Communications

This programme focuses on enhancing Reception & Admin communication. We look at fostering positive conversations and proactive thinking. We also introduce the 'Heart of the Surgery' Model that provides a framework for having effective conversations with patients leading to more productive outcomes.

Delegates will cover:

- ✓ Understanding how we **respond** to people, and the **impact** this can have on patients/colleagues
- ✓ Defining **communication using real-life scenarios**
- ✓ Navigating the subtleties of body language, focus, and words - the impact on a person's **'State'**
- ✓ **Reframing perspectives** - a tool for positive thinking
- ✓ Recognising the importance of **active listening**
- ✓ Exploring **motivation, intention, and behaviour**
- ✓ The **Perspective House** concept
- ✓ **Impact Loop** dynamics
- ✓ The **Heart** Model



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Productive Conversations in Challenging Situations

This Frontline programme focusses on handling conflict & challenging situations through building understanding & skills; giving patient facing operational staff confidence & tools to handle these conversations, reducing escalation.

- ✓ Delegates will cover:
- ✓ Defining **conflict**
- ✓ Examining the **root causes** of conflict
- ✓ Identifying common **triggers** in individuals
- ✓ Utilising the 0-10 scale to shift someone's position
- ✓ Facilitating **productive conversations**
- ✓ Self-exploration of **personal triggers and reactions**
- ✓ Empowering individuals to choose **proactive responses**
- ✓ Practical tools for managing and emptying our bucket!



“Fantastic on-line course for myself as reception manager and for my team”



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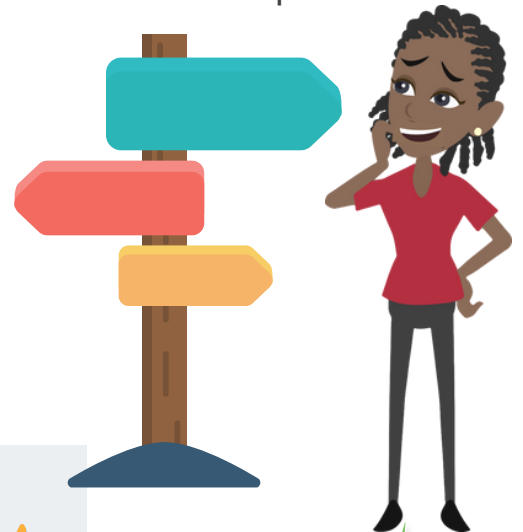
4 Skills for Confidently Signposting Patients

In this programme we look at HOW the signpost options are **'Framed'** for patients. We focus on positively selling the available options, whilst providing education for patients and encouraging proactive buy-in - rather than 'I only want to see the GP!'.

Quite often, other services can come across as a poor 2nd choice for patients. We reset this thinking and look at how staff can actively promote these fantastic services!

Delegates will cover:

- ✓ The **Evolution of the Reception Role**
- ✓ **Benefits & Impact** of Signposting
- ✓ Building **knowledge & confidence** in Signposting guides, processes & procedures
- ✓ The **Signposting process**; exploring how to use techniques for ..
 - Framing the conversation
 - Gaining information
 - Asking Signposting questions
 - Presenting solutions
 - Handling push back



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5

Creating Space

This programme is centred on staff team wellbeing. We explore how to '**empty the bucket**' - increasing resilience, confidence and performance levels. We look at mindset in more detail, minimising the inner critic voice and maximising the inner supporter!

Delegates will cover:

- ✓ **Assessing the level** in your bucket
- ✓ Utilising tools to **minimise overwhelm**
- ✓ Exploring **positive mindset** opportunities
- ✓ Addressing **limiting beliefs**
- ✓ Developing confidence and **reducing worry/stress**
- ✓ Practicing '**State**' management
- ✓ Advocating for the '**Inner Supporter**'
- ✓ Finding a **better you** ❤️



"I found this session really useful and enjoyed the SPACE element looking at work and home values/ self"



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Further Information



What is included?

- ✓ All 5 programmes come with the following:
- ✓ **Interactive, engaging and fun** delivery
- ✓ **Real-life practical** scenarios
- ✓ A printed or digital **workbook** (depending on delivery method)
- ✓ A **Manager Support Pack** - a tool for managers to use to embed and
- ✓ follow-up the learning afterwards
- ✓ **Certification** upon completion

How to Book

Whether you want to book a one-off programme for your team or the 12 month academy programme - booking is simple.

Book a call with Lucy to find out more

Email: lucy@thedevelopmentpeople.co.uk

Call on: 07800 842322



We can answer your questions, discuss your training needs, and if you want to go ahead, plan your programme details.

FAQ

Q - Do you use role play?

A - No - we aim to make sure that everyone feels able to engage in a way that is comfortable for them

Q - Do you train larger groups?

A - Yes - we regularly deliver to large groups face to face for Target Days/PCN days

Q - We would like to bespoke some elements to meet our needs - can you do this?

A - Yes - absolutely - we always work with practices/PCN's/Training Hubs in an individual capacity to ensure the programmes are right for you.

Q - Do you offer discounts for PCN's/Training Hub's

A - Yes - we would be happy to discuss this - give us a call!

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