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Trainer Information

<http://dianeallenltd.co.uk/>

Diane Allen has delivered leadership, coaching, management development, team facilitation, and people skills training at all organisational levels. She delivers on the CIPD HR and Learning and Development Levels 3, 5 & 7, and has been invited to speak at the Learning and Development Exhibition in Olympia several times. She has worked with Public and Private Sector, local and national companies. For the last 10 years Diane has been the Director of her own Company, and works with a small team of Associates. She is a fully qualified Member of the CIPD (Chartered Institute of Personnel and Development) and licensed to deliver MBTI (Myers Briggs Type Indicator).

Booking Information

To book a place/s email

bookings@networkforpractices.co.uk

Our acceptance of your booking brings into existence a legally binding contract between us on the following Terms & Conditions - If places are booked but cancelled before payment has been made or a candidate DNAs, the fee will remain due. Cancellations will attract a refund if the course is subsequently fully booked. To avoid any confusion, we ask that Cancellations are by email only. We will make every effort to resell the cancelled place. Where places are free a £25 charge will be applied to cancellations/DNAs. Payment is required within 14 days from date of invoice.

Customer Service, Communication and Conflict

Date: 1st November 2021
Times: 0930-1300
Venue: Zoom Online Platform
Places available: 12

Fee/s:	NfP Members	£55
	Non Members	£100

This workshop is suitable for: All Staff.

With all the changes taking place, it has become more and more important that the service you provide exceeds patient expectation. Your signposting skills are even more important. The way you communicate is key. This workshop will ensure you know how to provide an outstanding service at your Practice.

AIM:

In these constantly changing times to continue to improve upon your customer service for all your service users.

OUTCOMES:

At the end of the day you will:

- Have explored your 'signposting' to provide a better patient journey
- Discuss the patient expectations and the culture of improvement you want to create at your Surgery
- Having confidence and sensitivity in determining patient need
- Understand the importance of listening and questioning
- Have discussed situations you may face and how to deal with them in future with more confidence
- Have more tools and techniques to help you deal with inappropriate behaviours and achieve a win:win situation with your most challenging service users
- Consider your role in working as part of a pro-active and excellent team
- Have developed a personal and positive action plan