

First Line Managers Courses

These courses are for first line managers who may not want to do the ILM course but who would still like to develop their skills around difficult conversations and problem solving.

Each course will run on the dates shown below and there are 15 places for each course. If you would like to attend either course please send expressions of interest to leeds.confedtraining@nhs.net Please include a brief paragraph on why you would like to attend and the benefit you feel it will bring to your practice.

Handling Difficult Conversations

Dates:

6th July

8th July

Time: 13.00 – 16.30

Learning Outcome:

The aim of this workshop is to provide delegates with the skills to deal with difficult people in the workplace. These may be patients, colleagues or other people they meet in work situations. By the end of the workshop delegates will be more confident in their ability to deal with these tricky situations.

How to Develop your Problem-Solving Skills

This is a 2-session course and you must attend both sessions.

Dates:

Group 1 – 3rd June and 10th June

Group 2 – 20th July and 27th July

Time: 13.00 – 16.30

Learning Outcome:

The aim of this workshop is to give operational managers a practical understanding of the 8-step logical problem-solving process. This will involve walking through the 8 steps, as well as referencing the NHS change model and how to best make change stick. This will be an interactive session with the opportunity to learn, reflect and network.