

PRACTICE MANAGEMENT PROGRAMME 2024- YEAR 1&2



**BOOK
NOW**

**BEGINNING
OCTOBER 2024**

PROGRAMME SUMMARY - YEAR ONE

A comprehensive course to enable existing and aspiring Practice Managers to effectively fulfil the role required with the skills and resources necessary to maximise performance.

Dates:

- Day 1: 16 October 2024 - Ivanhoe Hotel**
- Day 2: 13 November 2024 - NIMDTA**
- Day 3: 11 December 2024 - NIMDTA**
- Day 4: 12 February 2025 - Online**
- Day 5: 26 March 2025 - Ivanhoe Hotel**
- Day 6: 7 May 2025 - Online**
- Day 7: 18 June 2025 - Online**

Time: 09:30 - 16:30

Venue: Blended learning approach (as above)

Course Cost: £895.00

Payment Options: Full payment or two part payment options available. Book day one as a deposit to secure your place or book day one and two to complete full course payment.

For further information contact dentalcourses.nimdta@hscni.net

LEARNING OBJECTIVES

AT THE END OF THIS PROGRAMME THE PARTICIPANT WILL:

- Recognise the importance of teamwork
- Assist team members in gaining knowledge and confidence to achieve effective outcomes
- Appreciate recruitment procedures and develop induction programmes
- Be competent in communicating with patients and develop good interpersonal relationships within the dental team
- Recognise the importance of appraising staff and the purpose of personal development planning
- Deal with complaints and conflict
- Appreciate and apply clinical governance frameworks within the practice environment
- Indicate the roles and responsibilities of team members and encourage practice team development
- Develop guidelines and procedures within their dental practices
- Highlight the basic principles of finance and managing budgets within dental practices.

PROGRAMME SUMMARY - YEAR TWO

This course aims to build on the skills and knowledge developed in year 1 and further expand training in areas such as managing change, marketing and continuous improvement within the workplace.

Dates:

- Day 1: 17 October 2024 - Ivanhoe Hotel**
- Day 2: 14 November 2024 - Ivanhoe Hotel**
- Day 3: 12 December 2024 - NIMDTA**
- Day 4: 13 February 2025 - Online**
- Day 5: 27 March 2025 - Ivanhoe**
- Day 6: 8 May 2025 - Online**
- Day 7: 19 June 2025 - Online**

Time: 09:30 - 16:30

Venue: Blended learning approach (as above)

Course Cost: £795.00

Payment Options: Full payment or two part payment options available. Book day one as a deposit to secure your place or book day one and two to complete full course payment.

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LEARNING OBJECTIVES

AT THE END OF THIS PROGRAMME THE PARTICIPANT WILL:

- Problem solve and make effective decisions
- Recognise the importance of training and developing staff
- Coach and develop the Team
- Plan change within the workplace
- Appreciate the effects or continuous improvement in the workplace
- Acknowledge marketing and its place in the dental practice
- Manage Customer Service
- Provide quality to Customers