

MANAGING DIFFICULT PEOPLE

(AND GOOD ONES TOO)

A DAY COURSE
IN SOLVING
PEOPLE ISSUES
IN YOUR
PRACTICE

SKILLS - KNOWLEDGE - SOLUTIONS - CONFIDENCE

CONTENT

The best assets of any organisation are its people. Is that true of your practice? Do members of your team lack commitment? Do you need to learn how to build loyalty to you and to the practice?

The **Managing Difficult People** course is designed to help principal dentists and practice managers tackle people problems and deal confidently with colleagues.

With the right training, we believe anyone can acquire the skills to manage their staff, difficult ones included.

During the day we cover:

- **Employment law, the pitfalls and how to avoid them**
- **How to tackle poor performance**
- **Giving constructive feedback to get the results you need**

By the end of this course, you will feel empowered to deal with your difficult employees straightaway.

Got a difficult situation in your practice? Book a place on the course and plan what steps to take with our support.

7 hours verifiable CPD

OUTLINE OF THE COURSE

The day runs from 9am -5pm. Coffee, tea and lunch provided. Information pack and resource kit supplied for follow-up work in the practice.

Fee: £350 + VAT per delegate – 10 per cent discount for two people from the same practice/group. The course fee also entitles delegates to one hour's personal follow-up consultancy from Sheila or Hayley.

Dates for 2009: September 16th Aberdeen
September 22nd Glasgow
September 24th London

For future dates please see www.sheila-scott.co.uk (events page) or www.proactivegroup.co.uk

Interested in finding out more?

Contact Sheila on 07974 180366 or Sheila@endhooose.demon.co.uk or Hayley on 10224 619291 or Hayley@proactivegroup.co.uk or see next page for case studies and booking form

MEET THE TUTORS

Our combined experience will help you turn around working relationships in your practice and improve business prospects.



Sheila Scott has worked in the dental field for more than 20 years. With a Psychology degree and business management experience, she advises dental practices on conversions to private practice, on fee pricing, patient management and how to get the most out of your team. She began collaborating with Hayley Bloodworth after seeing too many practices undermined by friction amongst the staff.



Hayley Bloodworth is the Managing Partner of Proactive Employment Lawyers. With a background in commercial litigation, she has specialised in employment law for nearly 15 years. She is increasingly involved in helping her clients solve workforce problems to avoid unnecessary litigation and distress. She is known for taking a practical and unstuffy approach to the law and has delivered courses on employment law and management training to a wide range of organisations.

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TESTIMONIALS

Situations defused by previous **Managing Difficult People courses:**

A principal dentist attended the course because her practice manager was uncooperative and difficult. The dentist was looking for help with making the manager redundant because she believed it was the only way forward.

To the dentist's surprise, she went back empowered to tackle the situation head on; by discussing her expectations, she helped the manager define the standards she wanted from the rest of the team. Within three months they had formal job descriptions for all staff and a shared understanding

of rules and values. Meanwhile, a practice manager on the same course was having problems with one of the dentists in the practice. With our support, the manager had a discussion with the associate who changed the way he spoke to his colleagues.

Another dentist on the course was having the kind of problem with a colleague which leads to a breakdown in trust. Usually, we can turn around difficult situations but occasionally, as in this case, a parting of the ways is inevitable and requires careful handling, supported by legal advice. Act in haste, repent at leisure is never truer than in relation to employment law.

COMMENTS

These are the kinds of comments we have received from our delegates:

"Practical help in avoiding confrontation to get the best out of people"

"Very informative with good practical tools and the framework for an action plan"

"Real solutions for real issues involving real people"



BOOKING FORM: MANAGING DIFFICULT PEOPLE

Date

Venue

Participant's details

Surname

First name Title

Organisation

Position

Address

.....

..... Postcode

Tel

Email

Name(s) of other participants from same practice/group

.....

Method of Payment

Cheque enclosed (please send a copy of this form with cheque payable to Proactive Employment Lawyers, 7 Queens Gardens, Aberdeen AB15 4YD)

Please debit my credit/debit card

Amex Visa MasterCard Switch

Card no

Valid from/...../..... Expiry/...../..... Switch issue no

Security Code

Payment Authorised by;

Name

Address (for credit card statements)

.....

.....

Postcode

Alternatively, please telephone Proactive Employment Lawyers on 01224 619291 to pay by credit/debit card over the telephone

Cancellations

Cancellations received in writing up to one month before the event will be refunded in full, less an administration charge of £100 + VAT. We regret that cancellations cannot be accepted thereafter. Substitutes are acceptable at any time.