

About You

Dr. Mr. Mrs. Ms.....

Surname.....

First Name.....

Job Title.....

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Co Name.....

Address.....

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Post Code.....

Tel.....

Email.....



Learn to be the Workplace
Mediator

Leadership course in

Managing Behaviour &
Conflict



SM Training (UK) Limited
Lake View
The Maltings
Shepton Mallet
Somerset BA4 5QE

Phone: 0845 3470017

E-mail: info@smtraininguk.com



STUDY DAY
Managing Negative
Behaviour



Learn to be the Workplace
Mediator

Leadership course in

Managing Behaviour &
Conflict

1 day courses for

Medical Staff

16th & 31st Oct 2007

7th & 22nd Nov 2007

6th & 12th Dec 2007

Managing Negative Behaviour

PREVENTING CONFLICT

If you are in the medical sector the issues of conflict, arguments and hostility are huge factors in your workplace environment. The medical sector in fact, is one of the most difficult to manage.

- **Stress levels** - In the medical world are high and any mistakes are often serious.
- **Friction** -Between staff often effects team morale.
- **Frustration** -Patients expectations cannot always be met.
- **Fear** - Patient anxiety and staff work load affect team work.

Dealing with these situations and challenges are difficult enough as it is, but when you are involved in direct patient care it takes commitment and effort and may need effective mediation skills.

WHEN THINGS GO WRONG

Many people communicate in ways that put people off. They don't do it intentionally. Staff can create customer/patient problems when none exist. More than often the wording is polite and quite correct when talking to the patient, but situations can soon end up in an argument.

We will explore body language techniques that can be used to defuse and improve effective communication.

INTERNAL STAFFING

It is impossible to get things perfect—mistakes happen, but it is how the mistakes are dealt with that instill confidence in the patient. How does your staff deal with complaints or in-house criticism! Are they defensive and/or aggressive?

TEAM WORK

Grievances at work is a huge problem—causing absenteeism, sometimes depression and can even result in you losing good staff. By attending our 1 day course you will feel confident to become the Workplace Mediator for your team, which you can then cascade down to your staff.

Prevent conflict with patients, families & staff—body language recognition

- **Dealing with the recovery process**—what to do when things go wrong—complaints
- **Staff issues** from internal arguments & negative behaviour
- **Build on your team work skills**—how to identify when there is a problem amongst the team

“The Training was fantastic—Enjoyed by all”

“So good that I emailed all the practices in our area and gave them SM Training’s details”

*Practice Manager
Bournemouth*



Venue:

**SM Training (UK) Limited
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Somerset BA4 5QE**

Booking requirements:

I would like to attend the following study day

- Tues 16th Oct 07—0930hrs—1630hrs
- Weds 31st Oct 07—0930hrs-1630hrs
- Fri 16th Nov 07—0930hrs-1630hrs
- Thurs 6th Dec 07—0930hrs-1630hrs
- Weds 12th Dec 07—0930hrs-1630hrs

Costs :

£57 per delegate (Plus VAT). Please ask for our group booking discounts for more than 3 delegates attending—Lunch included

Payment Details :

By cheque, made payable to:

SM Training (UK) Limited

How to Book :

Post this section of the form to:

**The Events Manager at
SM Training (UK) Ltd** at the address above...

To reserve your place please ring
0845 3470017 or email us at
info@smtraininguk.com

Alternatively, we can deliver the course to you—ring for more details