**GPMPlus Wellbeing and Resilience courses available this October:**

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* **Financial and Business Resilience- 10th October - 9.30am-11am - Fully Funded.** Suitable for practice management and partners. We cover how to identify all income streams, reimbursements, deductions, expenditure, negotiating maintenance costs, forecasting, economic planning and ensuring shared responsibility for savings and efficiency. ( [Book Now](http://gpmplus.co.uk/financial-and-business-resilience/) )

* **Team Resilience – what you need for a flourishing team – 10th October 1pm-5pm. Fully Funded.** Suitable for practice management and partners. This programme will provide practical tools and techniques to build team resilience, including the following:
* Appreciate where gaps may exist in the resilience of your own team and organisation.
* Understanding where best to deploy limited practice resources for maximum benefit. ( [Book Now](https://gpmplus.co.uk/team-resilience-leadership/) )

* **Personal Resilience – 12th October 9.30am-1.30pm. Fully Funded.** This programme is open to all members of the practice team and will provide practical tools and techniques to build personal resilience. ([Book Now](https://gpmplus.co.uk/personal-resilience/))

* **Successful Complaints Management – 24th October 10.00am-11.30am. Fully Funded.**Suitable for practice management, team leaders, supervisors and partners.This course will cover both the factual and process elements of external/patient complaints but will also focus on the emotional aspects of managing complaints.([Book Now](https://gpmplus.co.uk/coping-with-complaints/))

* **Contingency Planning For Crisis Aversion – 25h October 9.30am-11.00am. Fully Funded.**As the pandemic has taught us, neglecting disaster planning can have a major impact on business-critical operations across healthcare. We will discuss the steps in formulating a business continuity plan (a CQC requirement) and share ideas and best practice in facilitated group discussions.([Book Now](http://gpmplus.co.uk/contingency-planning-for-crisis-aversion/))

* **Conflict on the Frontline – 26h October 2.00pm-3.30pm. Fully Funded.**Suitable for reception staff, but also applicable to other non-clinical staff. This course is particularly useful for reception staff to help them in dealing with conflict and difficult interactions with patients. It is also suitable for administrators and managers, and others in a direct patient facing role. [(Book Now)](https://gpmplus.co.uk/conflict-on-the-frontline/)

If you need any further information or assistance – please do not hesitate to call the number below or email me [tim.bennett@yorlmcltd.co.uk](mailto:tim.bennett@yorlmcltd.co.uk)