

Performance Management Masterclass

28th September 2011 | London

It is important that practices have well-defined and consistent policies for performance management and that these policies are appropriately applied to all staff. Managing performance in a fair way while protecting the rights and dignity of staff, however, can be challenging and the disappearance of the Default Retirement Age has significant implications for Practice Managers. This educational day gives Practice Managers an opportunity to explore issues and ensure they have the skills they will need to manage any performance issues.

The programme will cover:

- ▶ Knowing how to differentiate between lack of competence and lack of application
- ▶ Managing poorly performing staff
- ▶ Planning for performance monitoring
- ▶ Holding performance monitoring hearings
- ▶ What to do if nothing improves
- ▶ Poor performance due to poor attendance

Schedule

The day will begin at 9:00 and finish at 16:00.

Lunch and refreshments will be provided throughout the day and are included in the delegate fee.

Venue

RCGP, 1 Bow Churchyard, London, EC4M 9DQ

Speaker

Fiona Dalziel, Practice Management Consultant, DL Practice Management

Cost to Attend

GPF Members: £85 | Non-members: £130

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