



## INSPYR & MYF TRAINING ONE DAY WORKSHOPS FOR 2010

Following our successful workshops in the autumn, we are pleased to announce our next workshop dates

We also have a NEW COURSE for 2010 - Performance Management - aimed at anyone who has management responsibilities for a team, whether receptionists, nurses or veterinary surgeons

All courses are presented by Sarah Noyce of Inspyr, a company well renowned for specialist training for practice staff

<b>Performance Management workshop</b>	Wednesday 3rd February
<b>Health &amp; Safety workshop</b>	Wednesday 28th April Wednesday 7th July Wednesday 20th October
<b>Communication Skills workshop</b>	Wednesday 5th May Wednesday 14th July Wednesday 27th October

All workshops run from 10.30am - 4.30pm each day

The contents of each workshop are shown overleaf  
Cost: £175 including refreshments & lunch

### **Speaker Profile - Sarah Noyce**

Sarah started her career working in small animal practice. Her subsequent roles helped her develop an interest in practice management and she worked as Operations Manager for a large veterinary corporate chain before founding Inspyr in 2002. Her NEBOSH (H&S) training stands Sarah in good stead for her role as Health and Safety Consultant and Sarah travels across the UK assisting practices in H&S management. She is also the Health and Safety consultant for the BVA. Sarah regularly runs training workshops accredited by ABC.

In addition, Sarah also runs communications, customer service and supervisory skills workshops across the UK. Her experience in practice along with her practice management and mystery shopping exposure, has given her an ideal insight into the business of veterinary practice management.

To reserve a place, please complete a registration form, and return it by post or fax to:  
MYF Training Ltd, Hippodrome House, Station Road, Aldershot, Hants, GU11 1LZ  
Tel: 01252 319636 Fax: 01252 319650

These workshops are suitable for any member of the practice team who has responsibilities in each area.

### **Performance Management**

- \* Recruitment & Selection
- \* Inductions
- \* Line Management - asserting authority & getting results
- \* Procedures and Protocols: delegation, time management & effective communication
- \* Establishing Skills & Motivators
- \* Training your Team
- \* Target setting and Reviews
- \* Team Building
- \* Appraisals & Disciplinary Procedures
- \* How to Avoid Discrimination
- \* Exit Interviews

### **Health and Safety for veterinary practices**

- \* Why bother with H&S?
- \* Understanding how to complete a risk assessment/COSHH
- \* Understanding H&S law
- \* How to complete a COSHH assessment/ manual handling – practical and theoretical session
- \* Making H&S management easy
- \* An introduction to fire safety

### **Communication skills**

- \* Communication styles
- \* Leading your team to project a professional image
- \* Handling difficult people and situations
- \* Understanding the power of the phone and how to use it to influence
- \* Developing your team's listening techniques
- \* Enhancing questioning and summarising skills
- \* Time management on the telephone
- \* How to turn a complaint into a happy customer