



Our experience working with hundreds of practice managers has made it clear: no matter how long you have been a practice manager, managing poor performance, dealing with poor behaviour and resolving conflict are among the greatest challenges.

These staff issues can consume more of your time than they should – and much more than you would like. However, your success as a practice manager depends on your ability to address performance and behaviour that is below your expectations.

Left unresolved, these issues have the potential to undermine performance, create conflict, frustrate team members and compromise patient outcomes.

The key topics we will be covering

- How does a practice manager become a practice leader?
- The three critical focuses for all practice managers
- Three behaviours that build practice leadership
- The link between your leadership style and the performance and motivation of your people?
- Strategies for dealing with poor performance and poor behaviour
- The three outcomes of performance management – and the one you can't accept
- Increasing the commitment and engagement of your people
- Your options when the team is in conflict
- Leading people you don't like
- Conflict styles and strategies
- Helping diverse personalities get along

This course is designed for current and emerging practice managers.

This course is ideal for you as the practice manager and for anyone in your team who acts as your 2IC or who aspires to be a practice manager.

“Simon has worked with our practice for the past 4 years and we thoroughly enjoy his courses. His knowledge is sound, his delivery is fun and inclusive and his enthusiasm is infectious. I have recommended Simon to other medical practices because he just “gets us”!! He understands the industry and the challenges we face, and every year he has delivered content to help us grow and improve professionally and personally. I first met Simon at an AAPM National Conference, where he presents regularly, and we have also had the pleasure of Simon presenting to AAPM members and non-members in Perth. He builds a rapport quickly with all staff; doctors, managers and receptionists alike.”

Fiona Wong - Practice Manager & AAPM -
National Secretary

