



Valuing and retaining staff by building loyalty.

Who is this workshop for?

This workshop for dental practitioners and practice managers.

What is the workshop about?

It is becoming more difficult to recruit good staff on the cost of doing so is also on the increase. It is therefore very important that we should value and develop staff we already have. Valued and well-trained staff will form the basis of a loyal and stable workforce. This will help you to maximise on the investment which you make in staff recruitment training and development.

What are the learning objectives?

By the end of the workshop delegates will be able to:

- Understand work and reward drivers
- Appreciate the power of effective recruitment
- Understand how coaching techniques may be used to make staff feel valued
- Know when and how to praise staff
- Determine the power of effective delegation

What should I expect to gain from the day?

- You will take away a sound overview of the recruitment process.
- You'll leave equipped with techniques to be used at a job interview.
- An understanding of factors which motivate people at work.
- A better understanding of the importance of praising staff.

Workshop outline and key topics covered

This workshop is designed to help delegates to understand what motivates people at work. It explores the drivers for different members of staff and how, as managers, we need to consider these factors when recruiting and managing staff. The content of the workshop will challenge some of our thinking around pay structures and provide a fresh viewpoint when we consider how we should reward our staff.

During the morning session we examine a typical recruitment process and provide a checklist for ensuring that we comply with current employment law. We will examine the stages of the recruitment process from defining a job description to placing advertisements to the interview with candidates.

The workshop will also help delegates to examine the importance of career and professional development and how this links with performance management. To be an effective manager you need to know when and how to praise staff.

Registration will commence from 9.00am, the meeting will begin at 9.15am and will finish at approximately 4.15pm. This course is generally regarded to provide 6 hours of CPD