

NEW COURSE ACAS MANAGEMENT TRAINING: DEVELOPING MANAGERS

Date / Time / Venue

27th October 2026. 9.30-4. Training Room 11. The Comely Bank Centre. Crewe Road South. Edinburgh. EH42LD .

Trainer:

Mrs. Cathy Dyer- ACAS Trainer

Booking details

GPTrainingapps@nhslothian.scot.nhs.uk

Please book early as spaces there are limits on numbers.

Who is the course aimed at?

New Supervisory/Management staff
Admin staff
Practice Managers

This course is not suitable for staff employed within 2C Practices.

Closing Date

- 13th October 2026

Spaces will only be confirmed when a fully completed and signed application has been received. One application form per person.

Method of Delivery

- + Presentation
- + Group work / discussion
- + Delivered via Microsoft TEAMS
- + Group Discussions

Cost

- + Cost to General Practice-£65-
- + Cost to NHS Lothian Departments- £160
- + Cost to External Boards & Services outside NHS Lothian-£185

Course/topic content

Following the attendance of this event the delegates will understand the key skills to be an effective manager by exploring management styles and the importance of leading and motivating. There will also be a focus on change management, having difficult conversations and dealing with performance issues.

Topics will include:

- + Leading and Motivating including:
 - + Leadership styles and skills
 - + Learning styles
 - + Effective Delegation
 - + Managing change
 - + Having difficult conversations
 - + Performance
 - + Effective Employee Engagement
- + Bullying and Harassment- what are the differences?
- + Manager's role in dealing with Bullying and Harassment

Learning outcomes

Will be achieved by participants being able to:

- Describe the four basic types of leadership styles.
- Identify the skills needed to increase employee engagement.
- State your role in having difficult conversations and when to have them.
- Explain the key principles when managing change.
- Understand the basics in employment law for bullying and harassment.

A cancellation fee will be charged should applicants fail to attend a course and their place is not filled.

- If cancelled 4 to 1 week prior to course – **40% of full cost**
- If cancelled 1 week or less prior to course – **100% i.e. full cost**
- An administration charge of £25 will be added to the cost of courses, where a member of staff has failed to attend.
- An administration fee of £25 will be charged for free courses that are cancelled one week or less, prior to the start of the course. This charge will also apply to any member of staff who doesn't attend the course on the day.

