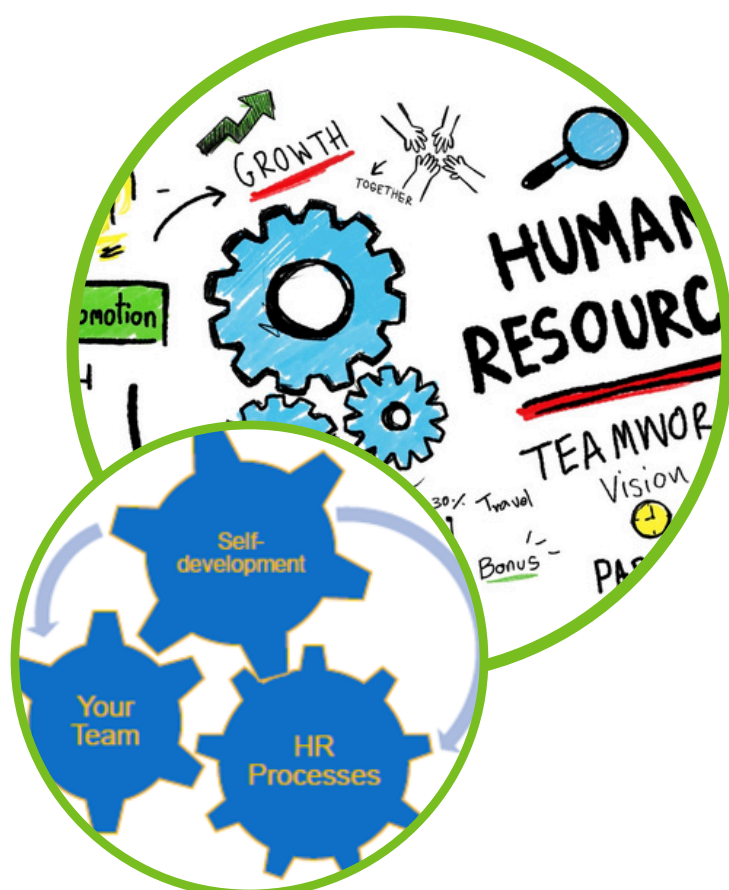


Introduction to HR Management in Primary Care

4-day training for new managers/leaders
2026

Monika Carlin
Chartered FCIPD



Empowering Leaders. Strengthening Teams. Delivering Excellence.

In today's fast-changing Primary Care environment, effective leadership is key to success. Modern leaders are adaptable, forward-thinking, and confident in guiding their teams through change.

They inspire, motivate, and create workplaces where people feel valued, supported, and empowered to grow.

Modern leaders inspire and motivate their teams, bringing energy and clarity to a shared vision that others feel excited to be part of. They recognise the unique strengths within their teams and create a supportive environment where individuals feel empowered to grow, develop, and succeed.

From day one, effective leaders build strong foundations, developing the skills needed to meet ever - changing expectations. This not only strengthens their confidence but also drives higher engagement, supports professional development, and helps retain talented team members.

This course is designed for everyone - whether you're taking your first steps into leadership or are an experienced manager looking to refresh and enhance your skills.



What You Will Gain

- Confidence to address and lead challenging conversation
- Skills to motivate, engage and coach your team
- Techniques to communicate a clear and inspiring vision
- Strategies to support staff development and retention
- Practical tools to build high-performing teams

Why It Matters

Great leadership creates positive workplaces. By recognising individual strengths and nurturing potential, leaders can:

- Boost team morale and engagement
- Enhance professional development
- Improve staff retention
- Deliver better outcomes for patients

This course is ideal for

- Aspiring Leaders – preparing to step into management roles
- Current Managers – looking to refresh and strengthen leadership skills
- Clinical Lead – wanting to understand better how to manage your teams effectively

Programme Overview

Day 1 & 2 – Leadership & Team Development

- Emotional resilience & avoiding burnout
- Managing conflict & difficult conversations
- Coaching skills
- Collaboration across functions & systems
- Handling challenging workplace situations

Day 3 – Core HR Skills

- Recruitment & on-boarding
- Disciplinary, grievance & investigations
- Absence & performance management
- Appraisals & One-to-Ones

Day 4 – Follow-Up: Talent & Retention

- Talent management
- Aligning learning with practice goals
- Retention strategies
- Guest speaker session from the Kent & Medway Primary
- Care Training Hub

How to Book your Place

1. Choose your preferred cohort and venue in the list below, making sure that you can attend **all 4 days** of the training **in the same cohort**.
2. Click on the Book toggle to access our booking platform **Medtribe**. If you haven't got one already, you will need to sign up and create your individual **Medtribe** account; this is quick and easy.
3. You will need to book your place **on each of the 4 days** for planning and attendance recording purposes.
Please **mark your attendance each day** by logging onto your account. Full attendance will enable the generation of a **Certificate of Attendance** that will be stored in your account on completion of a feedback survey.

WHITSTABLE

Cohort 1 - September/October 2026

Riverside Church, Thanet Way, Whitstable CT5 3JQ

- Wednesday 16th and Thursday 17th September
- Tuesday 6th and Wednesday 7th October

BOOK NOW



AYLESFORD

Cohort 2 - October/November 2026

Edenwood Place, 15 Old Chatham Rd, Blue Bell Hill, Aylesford ME20 7EZ

- Wednesday 21st and Thursday 22nd October,
- Tuesday 3rd and Wednesday 4th November

BOOK NOW



ASHFORD

Cohort 3 - January/February 2027

Kent Invicta Chamber of Commerce,
Ashford Business Point, Waterbrook Avenue
Sevington, Ashford TN24 0LH

- Tuesday 19th and Wednesday 20th January,
- Tuesday 2nd and Wednesday 3rd February

BOOK NOW



- *Please note these workshops are very popular and places fill quickly.*
- *Spaces are offered on a first-come, first-served basis.*
- *To help us avoid late cancellations, please only book if you can attend all four days.*
- *As funding is limited, late cancellations can incur costs —and may prevent a colleague from taking the place.*



What previous delegates thought of the Introduction to HR Management training:

Having completed the 4 day HR course with Monika, I have found that I have become more confident and proactive in my approach in tackling HR issues. Taking the information and guidance from this course has given me greater knowledge and understanding, enabling me to use the tools that I so needed at a difficult time we were experiencing within the practice.

It was a nice opportunity to have discussions with other members of staff from different surgeries and hearing their views and suggestions that we could all use in our own practices.

*I just wanted to say a massive thank you for you for the amazing and knowledgeable 4-day course. I really enjoyed it and have taken a lot away from it.
I found the course to be very informative, relevant and useful; and would highly recommend it for my colleagues.*

The course was brilliant and we learnt so much, thank you so much. Thank you for the course, I really enjoyed it and learnt a lot. It was a nice opportunity to have discussions with other members of staff from different surgeries and hearing their views and suggestions that we could all use in our own practices.



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