



## Jen Flakemore - Practice Manager/Consultant

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Jen has been a Practice Manager for over 20 years, has worked in specialist, allied health and general practice and is currently the part time business manager at Newtown Medical Centre in Geelong.

She has lectured in Professional Practice in Melbourne, researched and written Certificate IV units in Small Business Management and Human Resources and taught the Diploma of Leadership and Management at TAFE. Jen has delivered Practice Manager activity based workshops for MCCC and West Vic PHN in Geelong, Melbourne and regional Victoria.

**Qualifications:** BA (double major psychology), DipHR, DipBusMgt, Cert IV TAE.  
Certified Practice Manager and Fellow of the Australian Association of Practice Managers.  
AAPM Victorian Practice Manager of the year 2019.  
Co-owner of two dogs.  
Always planning the next African adventure.

**Workshops should be entertaining and educational. Learn something, network with peers, enjoy the sessions, share experiences and take back to the practice some useful, practical skills and knowledge.**

### Workshop topics for 2020 include:

#### Running effective meetings. Getting things done.

Meetings can be costly, boring and ineffective or the best thing you do today. How to make meetings work for you and for the practice.

#### Continuous Quality Improvement. Fitting one more thing into the day...

The focus once again is on continuous quality improvement. Breaking down the process to build your practice's 12 month CQI plan.

#### When your team isn't working. Putting your superhero cape on.

You can have a great bunch of people and a brilliant culture but sometimes it isn't enough and the PM needs to work out the what, the why, the who. Then you have to fix it. Strategies to help.

#### Team building - one size doesn't fit all

Team building is an everyday occurrence, with the occasional "event". Make your team building exercises work to deliver what they need to deliver.

#### Succession planning for the entire team.

Admin, management, practice owners. Implement processes and systems to keep the practice and the team running with an eye on the future.

#### The recruitment process – skills analysis, job analysis, culture analysis.

When you're not just looking for anyone, you're looking for the right one.

#### The interview. Making your questions work for you.

The interview is key to making successful choices for the future of your team. Building the right questions and knowing how to get that extra information out of applicants streamlines the process.

#### Emotional intelligence. Why we need it, how we get it and how we help others find it.

Emotional intelligence is a key characteristic of the successful leader and can be learnt and therefore taught. EI improves the way we work and the way our teams work.

#### Privacy and confidentiality. Getting your team to understand consequences.

All of our people understand the need for confidentiality and privacy but sometimes practical application is lacking. Help your team understand the importance of protecting privacy and how seemingly minor issues can impact the patient, the team and the business.

#### Want something else? Want a variation on a theme?

We can customize or develop workshops for your needs. Please contact us to discuss.