

For practice managers,  
owners, and reception staff



Registrations  
now open!

# Essential skills and training workshop for general practice

Northern Queensland Primary Health Network (NQPHN) invites practice managers, owners, and reception staff working within general practice to the second-annual Essential skills and training workshop.

## Topics

### Practice Business Management

Presented by Australian General Practice Accreditation Limited (AGPAL) Director Gary Smith

### Constructive Conversations for Leaders

Presented by AccessEAP

### Applying Emotional Intelligence at Work

Presented by AccessEAP

### Self-care to Prevent Burnout and Fatigue

Presented by AccessEAP

The first two sessions are designed for practice managers and practice owners, with the last two sessions designed specifically for practice administration staff.

Participants are invited to register for sessions of relevance and are not required to attend every presentation.

Bursaries are available for participants located in MMM3-7 regions.

## Event details



Saturday 24 August 2024



Registrations open at 8am  
**Program: 8.30am - 4.45pm**



Harrup Park Country Club  
89 Juliet Street, South Mackay

## Registrations

Places for the workshop and each session are limited.

Registrations and session selections close **4pm, Friday 9 August 2024.**

Register by scanning the QR code or by visiting [forms.office.com/r/ZUxzbIDzvD](https://forms.office.com/r/ZUxzbIDzvD)



### For more information, contact:

NQPHN Senior Primary Care Officer Debra Davis

p: 0482 578 279

e: [debra.davis@nqphn.com.au](mailto:debra.davis@nqphn.com.au)



# Essential skills and training workshop for general practice

Saturday 24 August 2024



8am Registrations

🕒 25min

8.25am

Acknowledgement of Country, welcome, and housekeeping

NQPHN Facilitator

12.30pm

Lunch break

🕒 1hr

8.30am

Session 1: Practice Business Management

(For Practice Managers)

AGPAL Director Gary Smith 🕒 1hr 45min

1.30pm

Session 3: Applying emotional intelligence at work

AccessEAP 🕒 1hr 30min

10.15am

Morning tea break

🕒 15min

3pm

Afternoon tea break

🕒 15min

10.30am

Session 2: Constructive Conversations for Leaders

(For Practice Managers)

AccessEAP 🕒 2hrs

3.15pm

Session 4: Self-care to prevent burnout and fatigue

AccessEAP 🕒 1hr 30min

4.45pm Workshop close



NQPHN acknowledges the Aboriginal and Torres Strait Islander peoples as Australia's First Nation Peoples and the Traditional Custodians of this land. We respect their continued connection to land and sea, country, kin, and community. We also pay our respect to their Elders past, present, and emerging as the custodians of knowledge and lore.

Current as at Thursday 18 July 2024.



ISO 9001  
QUALITY

