

# Reset and Recover Programme Modules & On-Demand Links

<p><b>Module 1</b></p> <p><b>RESET</b></p> <p>(whole team)</p>	<ul style="list-style-type: none"> <li>• The context for change.</li> <li>• Reset to a service-led model.</li> <li>• Impact of change vs. ease of change.</li> <li>• Improving productivity.</li> <li>• How to improve operational efficiency (gaining time).</li> <li>• Managing change framework.</li> </ul>	<p>Access this module <a href="#">here</a></p> <p>Passcode: mg38=#Y9</p>
<p><b>Module 2</b></p> <p><b>GET VISIBILITY</b></p>	<ul style="list-style-type: none"> <li>• Situational analysis to understand objectively the key numbers that underpin business performance and profitability.</li> <li>• What customers think of the business - how to undertake (brief) customer research and understand their problems and needs.</li> <li>• Team audit – what strengths are in the team, where are the developmental priorities (skills, knowledge and attitude).</li> </ul>	<p>Access this module <a href="#">here</a></p> <p>Passcode: N?\$#L\$4B</p>
<p><b>Module 3</b></p> <p><b>GAIN CONTROL: BUSINESS</b></p>	<ul style="list-style-type: none"> <li>• Creating a purpose, vision and goals; defining the focus and priorities.</li> <li>• Underpinning the business with values.</li> <li>• Planning framework and tracking progress.</li> <li>• Time management (business).</li> <li>• Managing costs.</li> <li>• Growth opportunities – where to focus effort and resources.</li> <li>• Key performance indicators to drive performance.</li> </ul>	<p>Access this module <a href="#">here</a></p> <p>Passcode: #YKdj!2\$</p>
<p><b>Module 4</b></p> <p><b>GAIN CONTROL: PERSONAL</b></p>	<ul style="list-style-type: none"> <li>• Building resilience.</li> <li>• Personal focus and priorities.</li> <li>• Establishing clear personal goals and ambition.</li> <li>• Time management (personal).</li> <li>• Sphere of control and influence.</li> <li>• Accessing mental health tools and resources.</li> </ul>	<p>Access this module <a href="#">here</a></p> <p>Passcode: P8V^4n&amp;=</p>
<p><b>Module 5</b></p> <p><b>BUILD AGILITY: TEAM</b></p>	<ul style="list-style-type: none"> <li>• Supporting others through difficult times.</li> <li>• Effective leadership to improve individual's performance.</li> <li>• Coaching framework.</li> <li>• Effective delegation and empowerment.</li> <li>• Optimising teamwork</li> </ul>	<p>Access this module <a href="#">here</a></p> <p>Passcode: z\$VnrtY2</p>
<p><b>Module 6</b></p> <p><b>BUILD AGILITY: RECOVER</b></p>	<ul style="list-style-type: none"> <li>• Operating in a shifting COVID-19 landscape.</li> <li>• Optimising NHS services.</li> <li>• Growing the self-care business.</li> <li>• Building private services.</li> <li>• Enabling with digital.</li> <li>• Getting the environment right.</li> </ul>	<p>Access this module <a href="#">here</a></p> <p>Passcode: n29ftE!?</p>
<p><b>Module 7</b></p> <p><b>BUILD AGILITY: EXTERNAL ENGAGEMENT</b></p>	<ul style="list-style-type: none"> <li>• Customer experience.</li> <li>• Marketing framework.</li> <li>• How to promote the business and use of social media.</li> <li>• How to engage with key stakeholders.</li> <li>• Assertiveness - GP work displacement (saying no) and managing conflict.</li> </ul>	<p>Access this module <a href="#">here</a></p> <p>Passcode: 7g8p1#@?</p>