

Building stronger practice partnerships

Course programme

This is a virtual course

Speakers Oscar Mathew – Director, Mediator & trainer, Medical Mediation Foundation
 Dr Esse Menson – Trainer, Medical Mediation Foundation
 Dr Sarah Jarvis – MDU medico-legal adviser

Course content

09:30 Introductions, objectives and working agreements

10:00 **Exploring partner dynamics**

Following an initial diagnostic questionnaire, and using a combination of discussion and case studies, this opening session explores core partnership dynamics including safety to challenge, fairness, decision discipline, and repair.

11:20 **Break**

11:35 **Practice leadership**

This session examines how partners lead the practice, including the owner/manager challenge, decision rights, creating the right culture, and the importance of feedback. This is supported through an initial diagnostic, tools for decision clarity, coached practice sessions, and case study discussion.

12:35 **Lunch**

13:35 **Lateral relationships**

In this session we focus on PCN and community interfaces and how to further strengthen these relationships. We will explore the importance of clarity, responsiveness, meeting presence, and reciprocity, and discuss tools for effective mutual dialogue and boundary-setting. Learning will be supported through a diagnostic, case study discussion and coached practice.

14:45 **Partnership resilience**

The final session explores key resilience factors, including succession, finance, compliance, workforce, and crisis readiness. We will discuss practical ways to make avoided topics routine and help reach agreement on "how we operate under pressure". This will be supported by a final diagnostic, coached practice, and additional case studies.

15:15 **Break**

15:30 **Finalising takeaways**

We close the day with a recap of the key learning points, including agreed working principles and commitments. There will also be the option to receive a fuller take-back diagnostic for those who want to receive one.

16:30 **Close**