

## Managing in a GxP Environment

“People are our most important asset”

“Skill, knowledge and experience are vitally important with regard to our People but managing behaviours can have a huge impact on performance”

### Overview

This 2 Day course is designed for supervisors/team leaders/managers that have responsibility for managing people within a regulatory environment. Managing people in a highly regulated and extremely technical, high risk environment means having to balance the day-to-day activities with the management of people. We have often heard it said that “people are our most important asset” and it is vitally important that an organisation is able to coach and develop their people and that includes supervisors, team leaders and managers. This course provides a good basic introduction to managing in a GMP/regulatory environment.

### Key Subject Areas

- Management of Goals, Roles, Procedures, Interpersonal relationships (GRPI model)
- Setting and managing goals/objectives
- Role profiles
- bGxP and Human Error
- Managing performance
- GxP and quality concepts
- Cost of Quality
- Complexity and Variation
- Conflict Management

### Duration

2 Days

### Course Format

The course is designed to provide a substantial mix of tutor presentation with student interactivity, allowing delegates the opportunity to Learn-Do-and then apply their learning back in the workplace. Delegates will receive comprehensive notes and a copy of the presentation.

### Course Overview

- Introductions
- GxP environment
- The GRPI model
- Management, Leadership and Influencing



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## TKnP

- Aligning organisational and individual goals
- SMART objectives
- People Development
- Role profiling (Skills, knowledge, behaviours)
- People profiling (DISC model)
- Coaching for success
- Procedures, Processes and systems (PPS)
- Managing Quality and cost
- Deviation, CAPA and Human Error
- Complexity and variation
- Effective Communication
- Managing Change
- Developing and maintaining relationships

