MEDICAL PRACTICE MANAGER MASTER

The Heartbeat of a High-Performing Practice

> *"Leadership is not about being in charge. It is about taking care of those in your charge."*
>
> — Simon Sinek

Behind every thriving clinic is a dedicated, strategic, and compassionate practice manager. This award recognises a medical practice manager who exemplifies leadership, operational excellence, and the ability to inspire a team and optimise clinic performance.

WHAT JUDGES ARE LOOKING FOR

LEADERSHIP & TEAM DEVELOPMENT

Ability to nurture, coach, and lead a strong team. Examples of staff retention, motivation, and professional development.

OPERATIONAL EXCELLENCE

Mastery of systems and processes, including scheduling, inventory, patient flow, compliance, and resource management.

STRATEGIC THINKING

Implementation of growth strategies, marketing input, client acquisition and retention, and contributions to financial performance.

COMMUNICATION & CULTURE

Creating a positive, inclusive, and empowering workplace. Skillful conflict resolution and alignment with clinic values.

Tips for Entrants

— Provide examples of improvements you've made in processes or team performance.

— Include team or client testimonials.

— Share internal initiatives you've introduced, such as training, culture-building activities, or systems upgrades.

— Highlight any external training or qualifications you've pursued to enhance your leadership.