

Community Pharmacy Management Programme

Day Two

- Customer Focus & Complaints
- Successful People Management

Customer Service & Handling Complaints

- Legal & Regulatory Obligations
  - Term of Service, Pharmaceutical Regulations (NI) 1997
  - Community Pharmacy Assurance Framework
  - HSC Complaints Procedure
  - NI Public Service Ombudsman
  - GDPR (Data Protection)
  - Good Management Good Records

Good Practice - In the Pharmacy

- Have a customer focus!
- Community Pharmacy Assurance Framework (inspection)
- Practice Leaflet
- Complaints Procedure
- Responsible Pharmacist's name
- Pharmacists on duty (names and/or certificates)
- Public & employer liability Insurance certificates
- Health & Safety regulations

Quick Tips

- Keep copy in the pharmacy
- Know your procedure – whole team
- Take notes
- Privacy
- Take a name & contact details
- Communicate next steps
- Alert senior manager / owner

The Practical Manager

Surviving working with humans in The Pharmaceutical Industry

The 12 Responsibilities of the Practical Manager

- The Motivator
- The Communicator
- The Time Manager
- The Decision Maker
- The Delegator
- The Teams Expert

The 12 Responsibilities of the Practical Manager

- Personal Presentation
- The Negotiator
- The Interviewing Expert
- The Meetings Manager
- The Change Management Expert
- The Stress Controller

Motivation Through Personal Leadership

Be

Daring

Be

Different

Be

First

Motivation Through Personal Leadership

- **The aim of this session is to look at the key issues of leadership within each of us & individual motivation which affect us and our Staff Team on a daily basis.**

- ***Do we inspire others around us, or do we do nothing and feel that we are weak and powerless?***

Motivation Through Personal Leadership

- First of all we need to recognise that we cannot motivate others!
- We can only motivate ourselves.
- Motivation is purely an attitude of mind, if you have a negative attitude then you are not leading yourself, your colleagues or the team.

Motivation and YOU

- What Motivates you?
- What Motivates the staff?
- What Motivates the owners?

Motivation Through Personal Leadership

- Let us look at the first exercise. This is based on the work of Dean Spitzer and it will help you identify the work conditions which enable you to motivate yourself and influence others in your life.
- Be honest
- Think work only

Motivation Through Personal Leadership

Look at the top 2 you have scored highest in. If you have matching scores, then great these also count.

A: Activity – being active and involved

B: Ownership – being able to own one's work

C: Empowerment – empowering yourself / taking control

D: Belonging – feeling part of a group

E: Competency – feeling able to use and develop skills

F: Achievement – feeling that goals are reached

G: Recognition – being recognized for effort and success

H: Meaning – feeling that what you do has significance

Motivation Through Personal Leadership

Three questions in relation to your scores.

1. What does the survey tell you about your needs?
2. How well are these needs being currently met?
3. How can you create a better climate which will help you feel self-motivated?

The Expert Communicator

- Understanding Body Language
- Learning to Listen
- Asking Questions
- Taking Notes

The Time Manager

- Understanding Time
- Planning for Success
- Managing the time of others

The Decision Maker

- Tackle Problems
- R U G P I F
- Reaching Decisions
- How to be Balanced and Fair
- Implementing Decisions
- Evaluation and Review

The Delegator

- Delegating Effectively
- Monitoring Progress
- Improving Skills

The Teams Expert

The 8 Types of team member (Belbin)

1. Company worker
2. Chairman
3. Shaper
4. Plant
5. Resource Investigator
6. Monitor/ Evaluator
7. Team worker
8. Completer/Finisher

Personal Presentation

- First Impressions
- How do you feel about yourself?
- What might others see?
- Knowing your stuff?

The top 10 Demotivators in the work place

- Salary information
- Medical History
- Work complaints
- Cost of purchases (living beyond your means)
- Discussing relationships

The top 10 Demotivators in the work place

- Politics or religion
- Lifestyle changes and personal problems
- Blogs, face-book etc.
- Poor and anti social behaviour
- Issues which are offensive and risky

The Practical Manager and Setbacks

1. Recognise the importance of attitude
2. Shift your viewpoint
3. Set your own criteria for a job well done
4. Strike a balance between aspiration and realism
5. Get it in proportion and watch your body language

The Practical Manager and Setbacks

6. Learn by mistakes
7. Don't take it personally
8. Keep a record of setbacks
9. Laugh
10. Recognise that overcoming failure is vital to future achievement

"failure is the opportunity to begin again more intelligently"

Henry Ford

The Negotiator

The Sheriff

or

Police Inspector

The Interview Expert

1. Have a Job description
2. Get a CV from each candidate
3. Check Referees
4. Talk to new staff regularly and give feedback

The Meetings Manager

- Prepare for each meeting
- Everyone must contribute
- The 3 types of meeting (meeting, briefing and information session)
- Chairing a meeting

The Change Management Manager

- Staff dislike change and may feel threatened
- Understanding change and why it is needed
- Bringing the staff team with you
- Implementing Change
- Evaluating Change and the effectiveness of the Changes you have made

The Stress Controller

The 3 Stress Indicators

- Physiological
- Emotional/ Mental
- Behavioural

The Stress Controller

- Managing Stress in your own life

1. Personal Planning
2. Watch what you eat
3. Have personal time each day
4. Exercise regularly
5. Have personal projects
6. Reward yourself at least twice a week
7. Continue to learn

SCENARIOS

- 1: Inter-professional conflict
- 2: Conflict between team members
- 3: Member of the team openly undermining your authority
- 4: member of the team with poor timekeeping and work ethic
- 5: Conflict with your Line Manager

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Scenario 1:



You are regularly receiving scripts from a local surgery with important information missing. You have difficulty getting through to the surgery to get the information you need resulting in patient delays. When you phoned you couldn't get the GP, so you are advised to speak to the Practice Pharmacist but they only work Mon-Wed and this is a Thursday afternoon. How would you resolve the situation?

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Scenario 2



Two dispensing assistants who work together on Thursdays & Fridays ave fallen out over a personal matter. They aren't speaking to each other and have both complained to you about the other's behaviour. The atmosphere on these days is frosty with the whole team on edge. Even customers have commented on how quiet everyone is on those days. How would you approach the situation?

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Scenario 3



You revised the Standard Operating Procedure or dispensing controlled drugs due to new regulations. The Dispensing Technician with 15 years' experience in the pharmacy has openly criticised your approach and keeps reverting the the old procedure and encouraging the Dispensing Assistants to do the same. How would you resolve this matter?

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Scenario 4



For the past month a Counter Assistant has been coming in 5-10 minutes late to work at least twice a week. You spoke to them 2 weeks ago about it - they said their bus was late and laughed it off. The lateness has persisted and they don't always make up the time. You have also spotted them having an extra smoke break, palming their work of on a new member of staff and making mistakes. How would you address the situation?

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Scenario 5



The Pharmacy's Manager & Superintendent has introduced a new private pharmacy service. You have been tasked with developing this new service, encouraging patient uptake and training staff. After a few weeks, you feedback to the Superintendent and suggest some changes to help improve the service, customer flow and staff engagement. The Superintendent doesn't agree and tells you to keep doing what they have laid down. How would you approach this situation?

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Being Brilliant

You are already brilliant, now prove it to yourself and your team.

The End

Your Future
Your Hired

