



Management of the Pharmacy Staff

Target Audience

- Pharmacy Managers

You Will Learn

Team Composition:

- Optimal size, characteristics, recruitment and replacement of personnel, defining and assigning roles

Team Missions:

- Inventory of the needs and expectations of the pharmacy manager and of the clientele with respect to the team
- Personal management style

Managing and Motivating the Team:

- Status, basic training, information flow (upstream/downstream), internal meetings, principles of interpersonal communication

Team Evaluation:

- Choice of qualitative and quantitative evaluation criteria, individual and group ratings, establishing an evaluation scale, periodic verification of skill sets...

Motivation:

- Inventory of individual and collective motivation drivers (example of methodology), sales interest, different types of interest...

Training:

- Accounting of needs, types of training compatible with the demands of the position, duration and frequency, post training evaluation...

Training Methodology *(per workshop of 10 – 15 participants)*

- One day of instruction with theoretical sequences and practical cases
- Quiz and self evaluation on assertiveness and management style

