

# CASE STUDY



## Pharmacy Management Programme

### OBJECTIVES

We were approached by a group of pharmacists who all held degrees in their field of study. As pharmacists, they were in Management positions but had never received practical Management Training. They wanted to gain a Leadership and Management Qualification that would enable them to develop as Managers to improve their own performance and to get the best out of their team

### OUTCOME

We designed a Management Diploma accredited by Coventry University at Level 5. This was an 8 day programme, modified into 16 evenings spread over a 9 month period at the request of the Pharmacists.

The programme focussed on:

- ➔ Understanding self and developing effective working relationships
- ➔ Time Management
- ➔ Presentation Skills
- ➔ The art of delegation
- ➔ How to Coach others
- ➔ Managing change

“

*I personally feel that I am a much more confident and effective leader now and have adapted and changed many of my old ways!*

Michelle Dyoss - Community Pharmacy Development Officer

*“It has changed the way I perceive things, but also the way other managers and staff in the business see things”*

Indi Mandair – Pharmacist

*“I have seen a massive improvement in staff morale due to relationships based on trust...in turn this has had a positive effect on the businesses turnover”*

Gurvinder Najran Pharmacist Manager



 ITHAKA LEADERSHIP DEVELOPMENT

[www.ithakaleadership.co.uk](http://www.ithakaleadership.co.uk) :: 0845 496 4548