



# HEALTHY LIVING PHARMACY LEADERSHIP TRAINING

**SUNDAY 23 APRIL 2017**  
**9.30AM – 3.00PM**

*(Refreshments will be available throughout the day along with a hot buffet lunch)*

**Mercure Hotel, A41 Bypass, Watford, WD25 8JH**

**OR**

**TUESDAY 16 MAY 2017**  
**9.30AM – 3.00PM**

*(Refreshments will be available throughout the day along with a hot buffet lunch)*

**The Fairway Tavern, Old Hearn Lane, Welwyn Garden City, AL7 2ED**

Leyla Hannbeck, Chief Pharmacist/Director of Pharmacy at the National Pharmacy Association will be presenting this training which covers the following:

- Changes in pharmacy and the direction of travel
- What you need to know about Healthy Living Pharmacies
- The role of Health Champions
- General Pharmaceutical Council (GPhC) standards and NHS requirements
- Qualities seen in great leaders and how this relates to pharmacy
- Understanding the employment laws
- Change management
- The ability to build strong relationships
- How to build a great team – lead, motivate, delegate, develop self and others
- Communication
- How to give feedback
- How to manage a conflict situation
- Group work, examples and action plan

*Participants are presented with a certificate at the end of the session which can be counted towards continuing professional development (CPD).*

**To book your place at the above event email the date of your preferred event, your name and the name of your pharmacy to [info@hertslpc.org.uk](mailto:info@hertslpc.org.uk).**

*One of the Quality Payment criteria is: 'On the day of the review, the pharmacy is a Healthy Living Pharmacy level 1 (self-assessment).'*

*Leadership training is one of the key criteria for becoming a HLP.*

*It must be undertaken by the manager and/or pharmacist.*

*Leadership training supports development of the pharmacy team to change from reactive to proactive provision of health services.*

## **HERTFORDSHIRE LPC**

Unit 8 Weltech Centre  
Ridgeway  
Welwyn Garden City  
AL7 2AA  
Tel: 01707 390095

**[www.hertslpc.org.uk](http://www.hertslpc.org.uk)**

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