

## NHS Lanarkshire Pharmacist Leaders

### Phase 1 Leadership Development

NHS Lanarkshire's Pharmacists sought a partner to help their leaders to gain a fuller understanding of themselves in order to fulfil their potential in their roles.

The objectives included helping the leaders to gain self-awareness, improve their ability to read others, and improve their ability and willingness to collaborate and network with their colleagues and peers.

### The Solution

Connect Three developed and delivered a tailored Leadership Development Programme to 140 Pharmacists in Band 7 leadership roles, across 10 Cohorts over an 8-month period.

For each Cohort Connect Three delivered a launch event followed by six half-day workshops, delivered virtually over 3 days split across 3 weeks.

Connect Three also introduced Active Learning Sets, creating a peer support forum for the leaders to work in between the workshops.

### The Difference

How did Connect Three make a difference?

1. We started by listening and working hard to **understand the objectives** of the programme through our meetings with NHS project owners. We then designed our programme to ensure these outcomes would be met.
2. We delivered a short, punchy launch event that explained and demonstrated both the logistics and the tone of the subsequent programme, to generate curiosity and enthusiasm.
3. We also included preparation work before each scheduled event, which readied the learners for what to expect and helped to optimise the time available for group work and reduced the time required for learning theory. We implemented 'Watch, Read, Do' elements with all pre-work in order to accommodate different learning preferences.

4. We designed a cohesive 'flowing' programme with workshop elements that worked as stand-alone units of learning, and that connected with, revisited, and augmented the learning from earlier workshops.
5. We pivoted quickly from a planned in-person programme to a completely virtual delivery without sacrificing inclusivity. Despite the challenges that the pandemic brought, we ensured that the participants built relationships within their cohort, and we encouraged equal involvement by all participants.
6. We adapted to emerging needs by being available to support participants out-with the scheduled programme times; answering questions and helping those who had missed events to catch up or re-schedule.

### Why did they choose Connect Three?

We offered a strong **collaborative** working relationship with stakeholders.

We provided an **inclusive** and **authentic** delivery methodology, to support genuine connection across each cohort and with each workshop leader.

We developed regular, **focused group work** to help learners convert the **principles into practice** through peer insight and support.

We provided expert leaders for each workshop, who were able to adapt the key learning messages to suit each learner's own leadership experiences, making it **relatable and practical**.