

NUMARK

CLINICAL SKILLS – PART 1

Consultation skills

Webinar series – Clinical skills

Post course commitment sheet

Post course commitment sheet

Clinical skills part 1: Consultation skills

To ensure you get the most from the webinar you attended, we recommend you take personal responsibility to implement your learning back into your pharmacy to achieve real benefit from attending. Think about what you have learnt, what you could do differently to improve things for yourself, your team and ultimately the business.

Your commitments

Please complete **ONE** of the commitments below **OR** if you have a specific action you would like to do that is not listed, then write your own personal commitment in the box below. Please ask the trainer for advice or support should you need it.

- ☐ **Achieving a successful and person centred consultation:** Focus on improving your conversations with your customers. Some examples discussed include building a rapport, showing active listening, keeping your body language open to achieve a quality consultation.
- ☐ **Incorporating TED and ICE into your questioning techniques:** Try out these techniques to ensure you are asking your customers the right questions.
- ☐ **Use the GROW model during your consultation:** This model will allow you to coach the customer so that they can set a simple goal - it will make them feel involved in the process and allow them to make an informed decision.
- ☐ **My personal commitment:**

Remember to review the commitment you put into action and see what you have learnt from it. Consider:

- o what went well
- o what you might have done differently
- o where you may need further support or advice

The learning log on the next page will allow you to record your learning.

Learning Log

Clinical skills part 1: Consultation skills

What I did to complete my commitment

What I learned from this

The benefits I have seen

How I will use this in the future