

Numark Core Leadership Modules

Post course commitments

Effective communication and feedback skills

To ensure you get the most from this module, we recommend you take personal responsibility to implement your learning back into your pharmacy to achieve real benefit. 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.

- ☐ **Review your communication:** Review your current business communication methods and their appropriateness. What will you stop doing? What will you start doing? What will you continue doing?
- ☐ **Develop an action plan:** Create a plan of actions to successfully communicate important information to both your team and customers if applicable.
- ☐ **Providing feedback:** Identify a team member/s who you would like to provide feedback to regarding their work performance, identify the best feedback model and plan the conversation you will have.
- ☐ **My personal commitment:**

Remember to review the commitment you put into action and see what you have learnt from it. Consider what went well, what you might have done differently or where you may need further support or advice. The learning log attached will allow you to record your learning.

Learning Log

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