

Numark Core Leadership Modules

Post course commitments

Managing poor performance – courageous conversations

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 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.

- Courageous conversation:** identify an issue that you have avoided dealing with. Use the EEC framework to prepare for this conversation. Consider the possible reactions you may get and how you could deal with them. Conduct the conversation and remember to record the outcome and review.

- Conflict resolution:** identify an issue of conflict within the team and who it involves. Plan a meeting to discuss the issues with those involved whilst following the conflict resolution steps. Record the outcome of the meeting and schedule a date to review progress to see if improvements have been made or if further meetings are required.

- 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