

# Supporting Development of Strategy and Operational Plan



Cheryl demonstrates strong and effective leadership skills and is an excellent facilitator. She sensitively communicates and engages with the Board and European delegates with a relaxed, natural and intuitive approach to facilitation. By engaging with all Board members in the development of an operational strategy - to design the event and then valuing all members of the group and their ideas - she helped us develop a strategy in which all Board Members are invested. Cheryl's ability to grasp and understand the technical nature of hospital pharmacy and European politics was key to this engagement. I would have no hesitation in recommending Cheryl personally and her team at KayHill Consulting for future work..

## Background

- The European Association Hospital Pharmacists (EAHP) is an association of national organisations representing hospital pharmacists at European and international levels.
- The EAHP have 34 member states from the European community some of whom are elected to the Board
- The EAHP had a new President & some new Board members

## Activity

### KayHill Consulting:

- Engaged as Change Management Specialists to support development of a 3-5 year strategic development plan.
- Co-designed 2.5 day strategy planning workshop with President and Chief Operating Officer.
- Delivered workshop to Board members in Brussels
- Facilitated a team building activities during workshop
- Drafted strategy and operational plan in consultation with President and Board members.
- Developed final strategy and operation plan for the EAHP summit..

## Results

- The EAHP invited KayHill Consulting to facilitate a workshop to review progress against the strategy a year later.
- Succeeded in building common purpose / cohesiveness and after 1 yr review, Board had delivered 40% of objectives