

European Association Hospital Pharmacists Ambassadors Training Event



MANAGEMENT CONSULTANCY

“I am sure the team have already shared the comments provided by the attendees to the Ambassador Training day, however, I just reviewed them and want to thank you once again.”

“After having worked with you for so many years, I must say that you continue to surprise me. The Ambassadors who attended the training day were absolutely thrilled and have requested a follow up session! Further, they are so motivated, they asked for a two-day training. Well done once again Cheryl and I look forward to another great year working with you and your team again soon.”

Jennie De Greef- Chief Operating Office, EAHP.

Background

- The European Association Hospital Pharmacists (EAHP) is an association of national organisations representing hospital pharmacists at European and international levels.
- The EAHP represents and develops the hospital pharmacy profession within Europe in order to ensure the continuous improvement of care and outcomes for patients in the hospital setting.
- The EAHP have 35-member states from the European community.
- The EAHP have recently recruited Ambassadors to promote the implementation of their Statements of Hospital Pharmacy Standards. <http://www.eahp.eu/hp-practice/hospital-pharmacy/european-statements-hospital-pharmacy>

Activity

KayHill designed & delivered a one-day training workshop for the EAHP Statement Ambassadors.

- The interactive workshop was attended by 35 EAHP Statement Ambassadors as well as the EAHP Board members.
- The aims of the sessions were to develop their understanding of how to bring about change at scale in their respective countries.
- The interactive workshop covered:
 - Change management best practice
 - Leadership
 - Negotiation & influencing
 - Decision making

Results

Feedback from the participants was really positive, including:

- “Really good tips and tools for different situations; Very good instructor of the agendas”
- “Good professionalism of the presenting team”
- “The workshop was perfect and nice and competent participants”
- “Simply great!”
- “Everything was great, I was satisfied. Thank you! “
- “I would like a follow up two-day training session”

