

# Management & Leadership

## SYNERGY MASTERCLASS

*Sponsored by an educational grant from Amgen*



BRUSSELS

5 > 6

Oct. 2018



The European Association of Hospital Pharmacists (EAHP) is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education.



# PRELIMINARY PROGRAMME

## DAY 1

09:00 – 09:15	Welcome – Needs and Objectives of the Masterclass
09:15 – 10:00	Introduction to management and leadership – is there a difference?
10:00 – 10:30	Coffee break
10:30 – 11:00	Create a vision statement
11:00 – 11:30	Making the vision a reality: walking the talk
11.30 – 12.00	Leading the way by promoting collaborative work
12.00 – 13.30	Lunch break
13.30 – 15:00	Workshop 1: Building a vision
15.10 – 15.30	Coffee break
15.30 – 16.30	Workshop feedback preparation
16:30 – 17:00	Workshop feedback
17:00 – 17:30	Summary – End of Day 1

---

## DAY 2

09:00–09:15	Introduction to the themes of the day
09:15–10.00	Human Factors and personality types
10:00–10:30	Coffee break
10:30–11:00	Managing Change
11:00 – 11.45	Team building (obeya, kanban)
11:45–12:00	Introduction to workshop
12.00 – 13.30	Lunch break
13.30 – 15.00	Workshop 2 – Putting it all into practice
15.00 – 15.30	Coffee break
15.00 – 15.30	Workshop feedback preparation
15.30 – 16.30	Workshop feedback
16.30 – 16.45	Assessment of Learning success – SurveyMonkey®
16.45 – 17.00	Wrap-up – End of Day 2

# IMPROVE YOUR MANAGEMENT SKILLS



## Learning objectives

- Knowing the elements that constitute management and leadership
- Recognising which management level is applicable and the tools and strategies available to them
- Thinking about which approach to deploy in any given situation



## Focus: Management & leadership for healthcare professionals

### Workshop 1 // Building a vision

A real case exercise to be solved will be proposed to participants: each group of participants has to become a manager and develop leadership to be applied in a daily professional environment.



## Focus: Human factors & team building

### Workshop 2 // Putting it all into practice

A real case exercise to be solved will be proposed to participants. The participants have to put into practice elements of management presented in the morning session.

## Abstract

In this masterclass the themes of leadership and management will be explored, in particular the difference between these two concepts.

Leadership is to do with vision, in particular being able to communicate a vision and getting buy-in, it's about motivating people and inspiring them.

Management, on the other hand, is to do with goals, targets, staffing, budgeting, performance management and problem solving. Managers build teams and ensure they function efficiently and effectively, whereas leaders inspire them. In a nutshell, *'Management is doing things right; leadership is doing the right things'* (Drucker. P).

This masterclass through a series of presentations and workshops that draw from the expertise of both delegates and facilitators

will explore themes related to both leadership and management.

These will include such topics as strategic planning, efficiency; team building, processes mapping, problem solving and also human factors, vision and buy-in, change management, motivating people and managing resistance – what happens when it all goes wrong!

It will introduce and explore a variety of useful tools including drawing from lean six sigma aids such as value stream mapping, Obeya and Kanban boards. It will explore the three management levels: strategical, tactical and operational and gives some clues and recommendations how to manage in an efficient manner and lead change.

*This masterclass invites delegate participation and therefore please come prepared to share from your experience particularly for the workshops.*

## Links to the EAHP mission & goals and to the European Statements of Hospital Pharmacy

The main EAHP goal covered by the Synergy Masterclass is to develop leadership and management skills essential for all qualified healthcare professionals, regardless of their position.

In addition to being directly linked with the European Statements of Hospital Pharmacy, specifically, Section 1 "Introductory Statements and Governance", the need for this masterclass is also arising from the annual surveys run by EAHP and from the EAHP Scientific Committee's experience when evaluating submitted abstracts to the EAHP Congress.

### REGISTRATION

The registration fees are set as follow:

**Non-Members € 400**

**EAHP Members € 200**

### ORGANISERS

**EAHP Secretariat // EAHP Headquarters**

Boulevard Brand Whitlock 87 Box 11 (4th floor)

1200 Brussels, Belgium

### DISCOVER MORE

[www.eahp.eu/synergy-masterclass](http://www.eahp.eu/synergy-masterclass)

### CONTACT US

[synergy@eahp.eu](mailto:synergy@eahp.eu)

### SYNERGY MASTERCLASS VENUE

**Hotel Van der Valk Brussels Airport**

Culliganlaan 4b

1831 Diegem (Brussels), Belgium

