



## Buttercups CPD Bulletin

From Diane King - October 2011

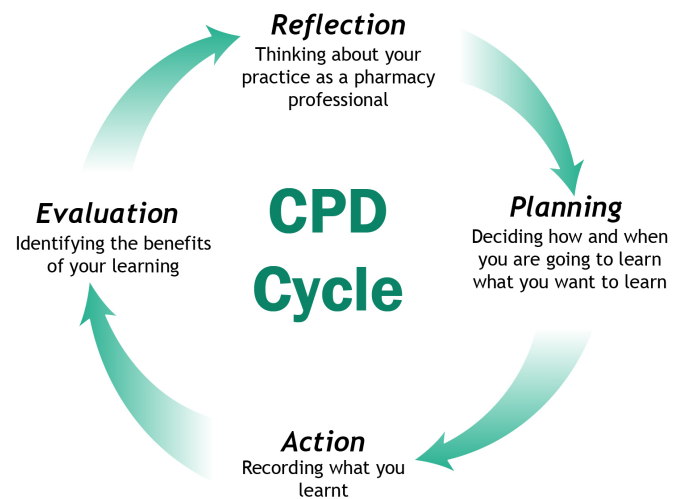
### Welcome to the latest Buttercups Bulletin on CPD (Continuing Professional Development)

This time we will look at a specific example and see how we could go about using this as the basis for a CPD entry. We will also look to see how this fits with the 4 possible stages of the CPD cycle.

These stages are known as Reflection, Planning, Action and Evaluation. You can start at any stage of the cycle although entries do often start at the first stage of reflection.

#### So to set the scene...

Imagine that your line manager has asked you to start conducting appraisals with the members of staff that you manage.



### Reflection

You have heard of appraisals but you are not really sure where to start with this. This would be part of the reflection stage as you have identified that you want to learn how to conduct appraisals. You have realised (or reflected) that

you need to learn this new skill as a result of a request from your line manager, but had you already been familiar with the process it would not have led to a CPD entry, as you would have had all the knowledge and skills already.

### Planning

This moves us nicely to the planning stage of how we plan to learn this new skill. This starts as a brain-storming type of session where we consider the possible ways that you could learn how to conduct appraisals. What ways can you think of? I will make a few suggestions but the list is not exhaustive:

- Conduct an internet search to see what resources are available on the subject
- Take a look at your organisation's intranet to see what is available
- Attend a course at the local college on personnel management
- Register for an online personnel management course- Buttercups has one on 'How to conduct Appraisals'
- Shadow a colleague in another pharmacy who already has the appraisal system up and running



You then need to look at the advantages/ disadvantages of the possible options you have considered for meeting your learning need.

Ask questions to establish how viable each option is in your situation. The questions you need to ask will vary slightly with the option being considered but may include the following. How much will each option cost? How much time will each option take? Are all the options readily accessible? For instance, if the course that the local college offers only runs on a Thursday afternoon and you cannot adjust your hours to be free at such a time then is this not a likely option.

Each option needs to be given careful consideration for the skill or knowledge that you are trying to obtain.

## Action

The action stage of the cycle should flow quite naturally from the planning stage as it covers those options you chose to implement in order to be able to successfully conduct appraisals.

It is very rare that you will choose to implement all the options that you have considered.

Actually doing the chosen activities also forms part of the action stage too!

## Evaluation

You then move onto the evaluation stage. At this stage you ask yourself have you learnt what you set out to learn. Can you now successfully conduct an appraisal? If not, you can begin a whole new CPD cycle. Assuming you have learnt what was intended, you should be able to put this learning into practice and begin to conduct appraisals.

*I hope you found this worked example helpful and that it causes you to think about your own CPD and the recording of it, in order to improve your practice.*

*Over the next few bulletins we will look in more detail at each of the stages of the CPD cycle.*



# Management Training

*From Buttercups* The specialist in pharmacy training



Whether you've been a manager for decades or days, in order to be effective in your role, you first need to know what's expected of you, where your strengths and weaknesses are, and how you can work on your areas for development.

This course will provide you with the knowledge and tools you need to build a successful career and, most importantly, will help you learn to lead yourself, as well as your team.

## *Coming soon*

This course will be available in a range of versions for different healthcare professionals, including practice managers and dispensary managers. Enrolments are being taken now for an October launch.



### ***Course Title: Buttercups Certificate in Management***

To give you a taste, the course will consist of six modules:

- Module 1: Introduction to Leadership and Management
- Module 2: Communication
- Module 3: Team Building
- Module 4: Personal Efficiency and Time Management
- Module 5: Coaching
- Module 6: Customer Service



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