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**#WCC2018VEGAS** 



# GETTING DOWN TO BUSINESS: COLLABORATION & MUTUAL GROWTH

Sheila M. Stephens, PharmD

#### HOUSEKEEPING



**Cell Phones** 



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No photography, audio, or video recordings



https://education.lp3network.com/WCC2018

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#### **ACCREDITATION**

#### PHARMACIST & PHARMACY TECHNICIAN CREDITS



**CPE Consultants, LLC** is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education and complies with the Accreditation Standards for continuing education activities.

<b>Activity Type</b>	Pharmacist	Pharmacy Technician
<b>Pharmacist UAN</b>	0864-9999-18-087-L07-P	0864-9999-18-087-L07-T
Credits	1 CPE Hours = 0.1 CEUs	1 CPE Hours = 0.1 CEUs
<b>Release Date</b>	October 28 <sup>th</sup> 2018	October 28 <sup>th</sup> 2018
<b>Expiration Date</b>	October 28 <sup>th</sup> 2019	October 28 <sup>th</sup> 2019



#### **ACCREDITATION**

#### HOW TO OBTAIN CREDITS



- 1 Create your LP3 Account
- <sup>2</sup> Register for WCC 2018 Workshops
- (3) Note the **Tacking Code** at the **END OF THE PRESENTATION**
- 4 Submit a completed **Evaluation** (within 14 days) online for **each Workshop**.
- 5 Statement of credits will be provided within 30 days.



# SHEILA M. STEPHENS, PharmD



- PharmD, University of Florida
- Duke Integrative Medicine Health coach
- CEO, Stephens Compounding Pharmacy in Hilton Head Island, SC
- Certified Pilates trainer



# LEARNING OBJECTIVES

#### PHARMACISTS

- 1. Define employee engagement.
- 2. Evaluate the bottom line impact a high performance culture has as a competitive advantage.
- 3. Recognize the effective ways to create, nurture, and sustain a high performance culture.



# LEARNING OBJECTIVES

#### PHARMACY TECHNICIANS

- 1. Define employee engagement.
- 2. Evaluate the bottom line impact a high performance culture has as a competitive advantage.
- 3. Recognize the effective ways to create, nurture, and sustain a high performance culture.



# WHAT'S IMPORTANT NOW?

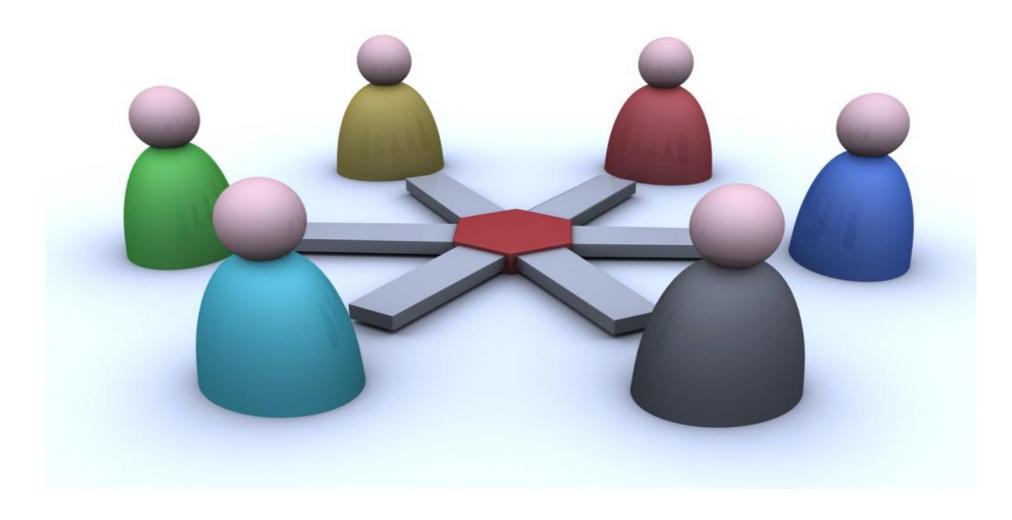


#### THE THREAD THAT TIES THE TEAM TO THE PURPOSE



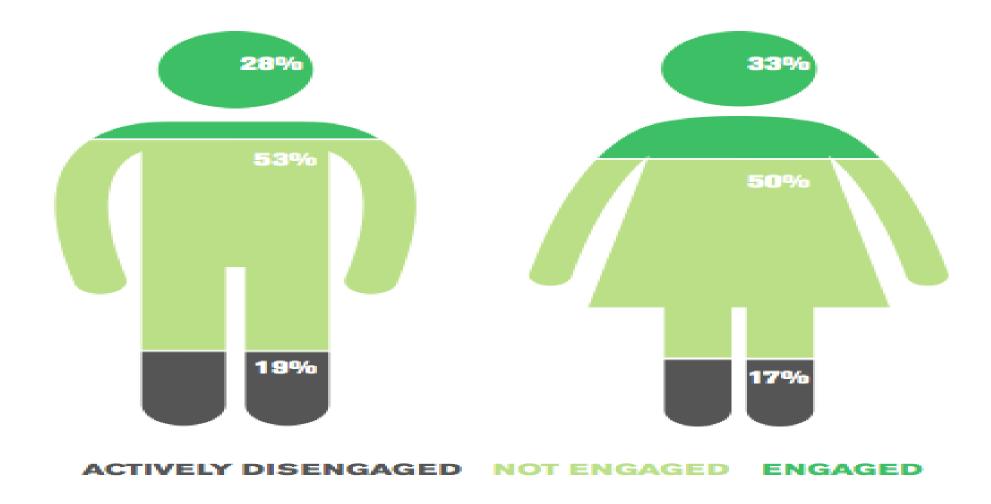


# **HOW ENGAGED IS YOUR TEAM?**



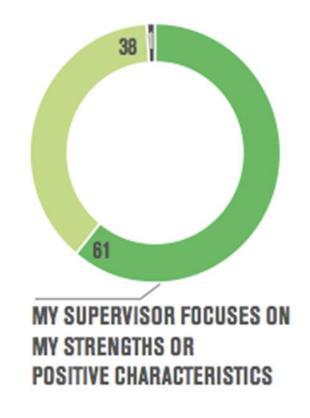


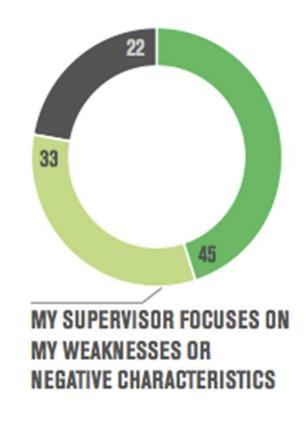
#### GALLUP: STATE OF THE AMERICAN WORKFORCE

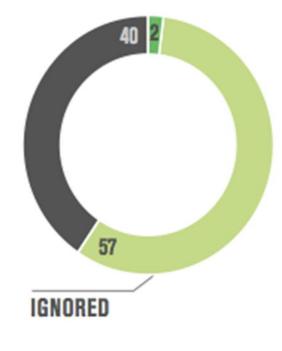




#### SUPERVISOR'S IMPACT ON ENGAGEMENT







**%ACTIVELY DISENGAGED %NOT ENGAGED %ENGAGED** 



#### THE SURVEY SAYS

WHEN ORGANIZATIONS SUCCESSFULLY ENGAGE THEIR CUSTOMERS AND THEIR EMPLOYEES, THEY EXPERIENCE A

240%

BOOST IN PERFORMANCE-RELATED BUSINESS OUTCOMES COMPARED WITH AN ORGANIZATION WITH NEITHER ENGAGED EMPLOYEES NOR ENGAGED CUSTOMERS.



#### WHAT ARE YOU FAMOUS FOR?





#### "CULTURE IS YOUR COMPANY'S #1 ASSET."

Everything you do is a reinforcement, or not, of what you want to have happen culturally.





#### **ESTABLISHING THE CULTURE**

#### SHARED...

- Purpose or mission
- Vision and values
- Commitment
- Performance goals
- Behavioral norms
- Team roles, and responsibilities





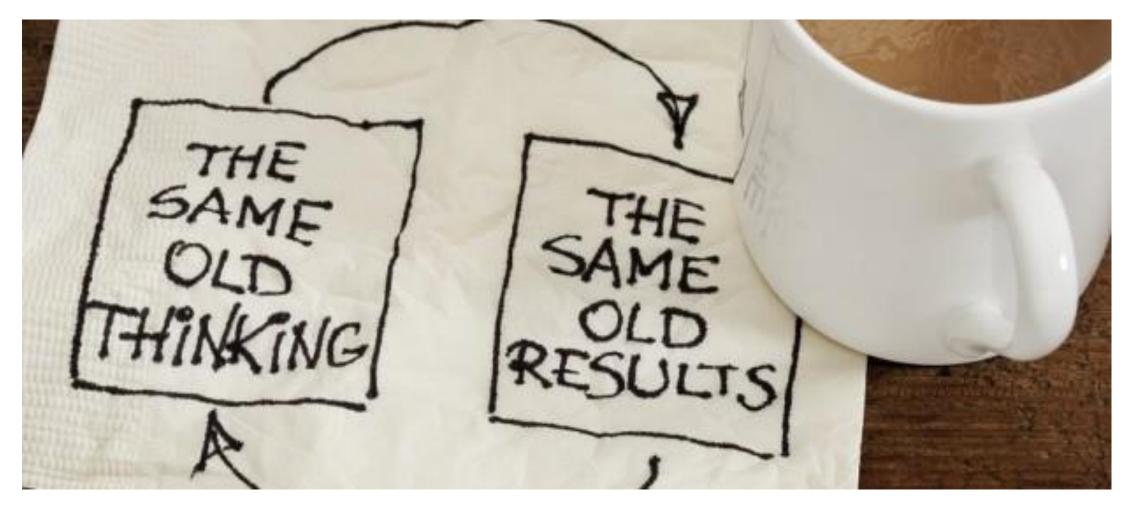
#### TALK ABOUT ENGAGEMENT

- Where are we now?
- What does the ideal culture look like?
- What's the difference?
- What will have the greatest IMPACT?
- What is every team member willing to do?





# NO CHANGE IS NO CHANGE





#### **NEW WAY OF THINKING**





# MISSION POSSIBLE

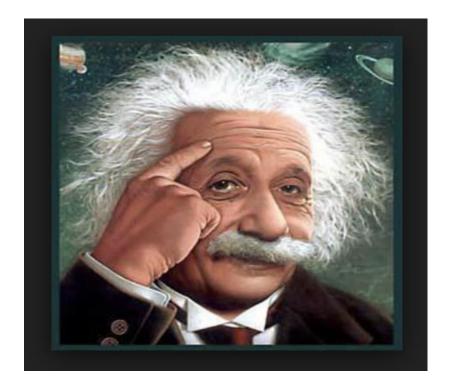




#### **START!**

- Create a compelling vision of the ideal high performing team.
- What does it look like? Feel like?
   Sound like?
- Assess the level of employee engagement right now in your stores.
- Who do you need to enlist?
- How will you get them engaged?

"YOU DON'T HAVE TO BE GREAT TO START, BUT YOU DO HAVE TO START IN ORDER TO BE GREAT!"



# **PUTTING IT INTO ACTION**



WHAT IS ONE FIRST STEP?



#### WHOLE FOODS





# CURIOSITY





#### TRACKING CODE

# WCC2018BUS



