

## My CPD Reflective Practice Cycle

### Title: Embracing Team Coaching Excellence: A Pharmacist's Coaching Development Journey

#### Self-Appraisal:

As "The Pharmacist Coach," my commitment to advancing healthcare excellence on an individual, team and professional level propels me towards deepening my ability to not only support healthcare leaders to be more effective leaders, but also to support healthcare teams to become more effective teams. Recognising the dynamic landscape of community pharmacy, I seek to enhance my skills to meet evolving challenges through the pursuit of the ICF-ACTC (International Coaching Federation-Advanced Certification in Team Coaching). The ICF-ACTC outcomes align with PSI Core Competencies, ensuring a comprehensive approach to team coaching that directly impacts pharmacy practice. Specifically, the ICF-ACTC equips practitioners to distinguish team coaching from other development modalities, manage unique team dynamics, establish coaching agreements with stakeholders, foster effective communication, promote collaboration, resolve conflicts, and enhance team autonomy—all vital skills intertwined with the PSI competencies.

#### Personal Plan:

To attain the ICF-ACTC, my developmental pathway involves

- Completing 60+ hours of immersive learning in team dynamics, coaching methodologies, and leadership frameworks.
- Completing at least 5 team coaching engagements within healthcare contexts to master the competencies
- Completing at least 5 hours of team coaching super-vision
- Achieving a passing score in the ICF Team Coaching Certification Exam

#### Action:


Embarking on this journey involved rigorous professional development and interactive learning through team coaching programmes provided by the

- [World Business and Executive Coaching Summit](#) (WBECS by Coaching.com),
- [Red Team Coaching](#),
- [ICF Communities of Practice](#), including ICF Team and Group Coaching Community of Practice and the Coaching Science Community of Practice.

I actively participated in industry forums and continuous learning opportunities to complement my formal education, supporting a more rounded approach to team coaching mastery.

I completed collaborative engagements with diverse teams, which formed the cornerstone of my practical engagements. The responsibilities of teams I coached during the application process included

- leadership teams,
- operations teams,

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- customer service teams,
- marketing teams and
- sales teams.

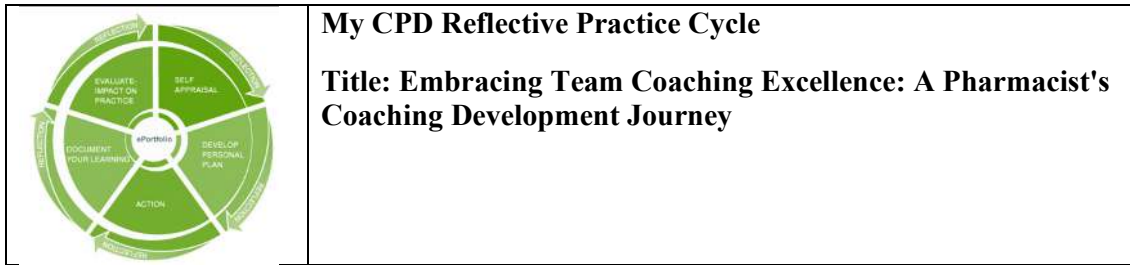
These teams were within healthcare, recruitment and technology sectors. Some of these engagements included a co-coach.

I submitted my application for review, verification and authentication to ICF. Following confirmation of the veracity of my application with my coaching supervisor, training institutions and clients, I sat the ICF-ACTC proctored examination.

**Document Learning through [4Front Pharmacy's Positive Practice Focus Tool for Pharmacists, Owners, Managers and Leaders Survey \(surveymonkey.com\)](#)**

Throughout the journey to attain the ICF-ACTC credential, the integration of learning into the framework of 4Front's 6Ps of Positive Pharmacy Practice has been illuminating.

- **Purpose:** The exploration of team coaching has solidified my understanding of the purpose of collaborative leadership in healthcare. Empowering the role of teams in achieving person-centric outcomes aligns with the pharmacy's overarching purpose of enhancing community well-being.
- **Personal:** On a personal level, the pursuit of the ICF-ACTC credential has deepened my self-awareness, honed my coaching skills, and fostered resilience in navigating complex team dynamics. These personal developments are integral to the growth required for effective team coaching.
- **Professional:** Professionally, the journey has elevated my coaching proficiency to a level where I can confidently navigate the intricacies of team dynamics within a healthcare setting. The acquired skills translate directly to improved leadership and collaborative practices, contributing to positive pharmacy outcomes.
- **People:** The emphasis on understanding and partnering with diverse stakeholders in team coaching aligns with the "People" dimension of positive pharmacy practice. Recognising the unique perspectives within a team and fostering a collaborative environment enriches the overall healthcare experience for both pharmacy teams and patients.
- **Products & Services:** The impact on products and services within pharmacy practice becomes evident as coaching skills enhance the delivery of pharmaceutical care. Streamlining communication, resolving conflicts, promoting autonomy and aligning around a common goal contribute directly to the quality of services provided.
- **Prosperity:** Through the lens of prosperity, the acquisition of the ICF-ACTC credential proves to be an investment in my ability to support the sustained success of community pharmacy teams. Improved team dynamics, effective communication, and a commitment to continuous quality improvement directly contribute to the prosperity of community pharmacies, fostering a positive and thriving work environment.



In essence, the integration of team coaching competencies and skills into the fabric of positive pharmacy practice, aligns with 4Front's 6Ps of Positive Practice, creating purpose, personal growth, professional excellence, collaborative relationships, service quality, and overall prosperity.

### Evaluate Impact on Practice:

The mastery of ICF Team Coaching Competencies significantly influences the demonstration of key PSI Core Competencies, fostering a positive impact on pharmacy practice.

- **1.1 Demonstrates Leadership:** ICF Team Coaching Competencies enable leaders to guide teams effectively, aligning with PSI's emphasis on leadership within the pharmacy setting. The ability to inspire and mobilise teams toward common goals enhances the overall leadership capacity.
- **1.3 Establishes and Maintains Collaborative Working Relationships:** Through team coaching, the focus on establishing and maintaining collaborative working relationships is amplified. ICF competencies emphasise fostering a team culture of trust and mutual respect, aligning seamlessly with PSI's commitment to collaborative healthcare environments.
- **1.4 Communicates Effectively:** Communication lies at the core of both ICF Team Coaching Competencies and PSI Core Competencies. The coaching framework enhances the ability to communicate with clarity, actively listen, and adapt communication styles, contributing to effective and person-centred pharmacy interactions.
- **2.2 Practises Legally and Ethically:** ICF's emphasis on ethical coaching practices resonates with the pharmacy's commitment to legal and ethical standards. Coaches trained under ICF competencies navigate complex team dynamics with integrity, aligning with PSI's ethical expectations.
- **2.4 Adapts to Change and Innovation:** Team coaching equips leaders to navigate change effectively, fostering adaptability and innovation within the team. This aligns with PSI's emphasis on adapting to evolving healthcare landscapes and implementing innovative practices.
- **3.2 Manages Within the Workplace:** The collaborative and leadership skills developed through team coaching impact effective workplace management. Leaders adept in team coaching competencies contribute to a positive work environment, enhancing PSI's focus on managing within the pharmacy workplace.
- **3.3 Manages Resources and Finances:** Efficient resource and financial management are facilitated through the collaborative approaches emphasised in team coaching. This aligns with PSI's commitment to responsible resource allocation and financial stewardship within pharmacy practice.

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- **3.4 Contributes to Continuous Quality Improvement and Risk Management:** Team coaching inherently promotes a culture of continuous improvement. Leaders well-versed in ICF competencies contribute to ongoing quality enhancement and risk management, aligning with PSI's commitment to maintaining high standards of care.
- **4.6 Leads for Safety:** Safety leadership is reinforced through the ICF coaching framework. Coaches prioritise team well-being and psychological safety, aligning with PSI's focus on leading for safety within the pharmacy setting.
- **5.1 Participates in Population Health Initiatives:** Team coaching extends its impact beyond the immediate team to contribute to broader population health initiatives. This aligns with PSI's commitment to pharmacists actively participating in initiatives that promote the health and well-being of the community.

In essence, the mastery of [ICF Team Coaching Competencies](#) serves as a catalyst for the embodiment of [PSI Core Competencies](#). Strengthening leadership, communication, and adaptability fosters collaborative relationships, enhances patient care, and contributes to a safer healthcare environment. Community pharmacies, teams, and patients who engage with team coaching benefit from a more resilient and proactive approach to healthcare challenges.

**Strategic Benefits:**

Working with an [ICF-ACTC team coach](#) brings evidence-based benefits to healthcare teams. Improved communication, streamlined resource management, and a focus on continuous quality improvement align with strategic goals. The emphasis on safety and adaptability empowers the team to evolve and adapt in the face of change, fostering a resilient and person-centric healthcare environment.

**Call to Action:**

Together, let's shape a positive future vision for community pharmacy practice, where empowered teams lead the way in providing exceptional patient care and driving positive health outcomes. Contact Rachel to find out more about team coaching and/or [4Front's ABCDE™ Pharmacist Coach Academy](#).