

	<p>My CPD Reflective Practice Cycle</p> <p>Title: My Learnings as a Team Coach to a Young, Ambitious and Stressed International Team</p>
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Introduction:

Positive Intelligence’s approach to mental fitness, peak performance and positive workplace culture integrates cognitive behavioural science, positive psychology, performance science, and neuroscience. It aims to boost mental fitness, equipping individuals and teams, including healthcare professionals, with tools to combat stress, burnout, dysfunctional workplace culture and enhance professional fulfilment.

As a certified Positive Intelligence (PQ) coach, I am proud to be selected as one of PQ’s approved B2B. In addition to my healthcare clients, working with PQ provides me with the opportunity to work with diverse clients and teams, across cultures, industries and disciplines. This breadth and depth of experience continually expands the skills, services and perspectives I can offer my clients.

Self-Appraisal:

I have been selected by PQ and their client team to act as team coach to guide a team of 16 professionals through the Positive Intelligence Foundation Programme.

I have no direct experience of the client’s industry or their specialist role.

I want to establish expectations with both PQ (to whom I am contracting my team coaching services) and their client (to whom I am responsible for supporting them to apply PQ principles to empower them to achieve their individual and team goals).

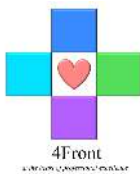
I want to clarify the support structures and peers available to me through PQ.

Personal Plan:

To explore the effectiveness of Positive Intelligence coaching approach, I plan to

- Meet with the PQ Client Success Manager
- Meet with the Client Contact
- Clarify expectations, personal and team goals and success indicators.
- Guide the team through the PQ Mental Fitness programme as a cohort.
- Invite them to reflect on their progress and feedback relating to their personal and team goals and practices.
- Actively engage in the PQ B2B Community of Practice as my peer support network to learn from the experiences and best practices of other PQ B2B coaches.

Action Taken:



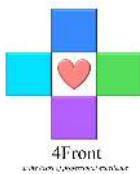
- I met the PQ Client Success manager, agreed the team coaching contract, including confidentiality, success metrics including activities, results and engagement metrics.
- I met the client team lead who shared her inspiration for enrolling the entire team in PQ's Foundation Program. Their team goal was to learn how to *'become more stress-resilient, and attuned to one another as a team, communicating effectively and supporting each other in creating a positive growth mindset.'* Their context is a global team of 16 people, divided into four sub-teams, who live across two continents and four countries. Their working language is English, but English is not a first language for most of them. Most of the team is between 20 and 30 years old. Several team members have neurodiversity diagnoses such as ADHD and autism. The team has big targets and has expanded from four members to sixteen in less than a year.
- I agreed to send the client team lead a video and written bio introduction, based on what she thought would best connect with her team. She made the introduction.
- Each individual team member received tech support to ensure they were set up on the PQ App, through which all content, except for the live zoom sessions were hosted.
- I provided the opportunity for each participant to name what inspired them to say 'yes' to doing the program together and invited each person to share one question, that if answered, would help them more fully engage in the programme.
- Throughout the programme, I facilitated them to have honest conversations about what really mattered, their fears, dreams and goals and to celebrate and share how they had practically applied PQ in their work and life, and its impact.
- I met fortnightly with the client team lead throughout the programme and sought feedback about what was working and what we could do differently and adjusted accordingly.
- I met with the PQ Client Success manager twice throughout the engagement to ensure alignment.
- I met weekly with my PQ B2B peer support group to share best practices and challenges.

Learnings Through 4Front's 6Ps of Positive Practice:

According to national and international pharmacy industry reports such as the PSI Workforce Intelligence Report and FIP Sustainable Positive Practice Report, healthcare professionals face unprecedented challenges, leading to stress, burnout, and recruitment issues.

While this client team was not a healthcare team, chronic stress and fear that prolonged over-achievement was not sustainable and would lead to burnout was their primary motivation for choosing to invest in doing the PQ programme together.

Mental fitness coaching, powered by Positive Intelligence, has been shown to address these concerns by providing evidence-based strategies to build resilience, manage stress, and improve overall well-being at an individual and system level. I was interested to see what metrics the team and PQ would measure and what the impact would be. I was also interested to see what this team would need of me to help them to navigate the resistance that inevitably emerges in a mental fitness programme.



This team's goal was to apply the PQ Programme to *'become more stress-resilient, and attuned to one another as a team, communicating effectively and supporting each other in creating a positive growth mindset.'*

The PQ Programme provides a powerful, evidence based methodology to create Positive Practice, aligned with 4Front's 6Ps of Positive Practice.

- **Purposeful Living:** Several team members mentioned that the PQ's Sage Navigate Power provided them with a powerful tool to guide personal and professional values-based decision making, optimising purpose, fulfilment and ethical practice.
- **Personal:** All team members highlighted that the PQ Foundations programme, pod meetings and coach challenges provided them with new knowledge, skills and practices to address stress and burnout, promoting self-awareness, team empowerment, intentional practice and overall wellbeing.
- **Professional:** All team members valued the fact that engaging in the PQ programme gave them space and time to learn about each person's experience, fostering a person-centred approach (Sage Explore Power), enhanced decision making skills (Sage Navigate Power), improved their ability to pause, reflect and to learn from experiences (both good and bad). They shared that their ability to adapt to change through the Sage Perspective made change far less stressful and instead of feeling alone, working in isolation, they were more inclined to brainstorm ideas together to solve problems faster and with more fun (Sage Innovate Power) and do the right things for the right reasons (Sage Activate Power).
- **People:** The PQ content, live team coaching sessions and mental fitness practices enhanced a growth mindset and emotional intelligence, widely regarded as core leadership skills, which foster a positive and resilient learning team culture, enhance communication and enrich relationships.
- **Products/Services:** Leading pharmacy services with the PQ Sage Empathise Power, positively impacts trust and safety, customer loyalty, patient care and professional fulfilment.
- **Prosperity:** Creating value through inspired action, contributes to career satisfaction, team collaboration, and community engagement.

Evaluation Impact on Practice: Assessed through the lens of the PSI Core Competency Framework:

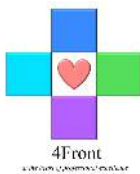
I wanted to explore the impact of

- Educating pharmacists in mental fitness coaching skills
- Providing pharmacists with mental fitness coaching

To address

- an employer's reputation as a place to work
- patients' experience of patient care
- teams' experience of workplace culture, management and leadership

And pharmacist



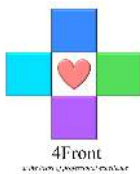
- wellbeing and professional fulfillment
- recruitment, retention and professional engagement
- reluctance to take on ‘governance roles’ such as supervising and superintendent pharmacist

Since March 2021, I have guided 97 participants through the PQ programme. Participant engagement and feedback highlighted the following participant descriptions of how their participation in the PQ programme benefited them. (I have mapped their benefit to a PSI Core Competency).

- reduced imposter syndrome (CCF 1.1 Demonstrates leadership)
- increased leadership confidence (CCF 1.1 Demonstrates leadership)
- more aware of the negative impact of complaining or tolerating bitching on my mood and team dynamics (CCF 1.2 Confidently makes sound decisions and solves problems)
- better ability to deal with difficult conversations (CCF 1.3 Establishes and maintains collaborative working relationships)
- better relationships with colleagues, family and spouses, (CCF 1.4 Communicates effectively)
- more patience with patients. Less judgemental. (CCF 2.1 Applies a ‘person-centred approach’)
- increased level of self-awareness (CCF 2.3 Commits to lifelong learning and development)
- more thoughtful, innovative problem solving capacity (CCF 2.4 Adapts to change and innovation)
- reduced stress, improved resilience and better health & self-care practices (CCF 3.1 Manages self)
- used PQ tools I had learned to help me through a personal health crisis. (CCF 3.1 Manages self)
- improved team dynamics, (CCF 3.2 Manages within the workplace)
- ask better questions and more tolerant with patients during patient consultations. (CCF 4.4 Provides patient consultations and counselling)
- increased self-advocacy skills (CCF 4.6 Leads for safety)
- more bandwidth to engage with public service initiatives such as pharmacy services and vaccination programmes (CCF 5.1 Participates in population health initiatives)

While some employee pharmacists initially had concerns about the burden of ‘having to’ participate in an employer sponsored CPD programme, all but one agreed that their experience was both enjoyable and beneficial, personally and professionally.

In conclusion, participating in the Positive Intelligence PQ Coach and Mastery programs has enabled me to deepen my perspectives and practices, personally and professionally. The integration of cognitive behaviour science, performance science, positive psychology, and neuroscience has equipped me with valuable tools to enhance my coaching practice and elevate the performance, well-being and relational dynamics of healthcare professionals. This in turn has helped my community pharmacist colleagues to apply a more person centred



approach to care, enhanced patient consultations and enabled them to engage more fully in public health initiatives. This intentional integration aligns with the 4Front's 6Ps of Positive Practice, creating a positive ripple effect across personal, professional, and community spheres.

Call to Action:

Take charge of your mental fitness, professional fulfilment and proactively create sustainable positive practices. Enrol yourself and/or your supervising and/or superintendent pharmacists in [4Front's ABCDE™ Pharmacist Coach Academy](#) to master your mindset, health, wellbeing, leadership and coaching skills. Discover your unique daily practices that will best empower YOU to show up at your best and bring out the best in others, creating excellence through collaboration and positive change.

CPD CYCLES

- **Evolutionary Dynamics**
- **Lifestyle Prescription Summit**
- **Oura Ring**
- **Positive Prime**
- **ELMO Course**
- **Lifebook Leaders**
- **Mentor Coaching**
- **Coaching Supervision ICF COP**
- **ICF Ireland Event**
- **WBECS Session each week**
- **Living Well Programme**
- **Inspired Leadership Specialisation**
- **Neuroscience of Leadership Specialisation**