

# CPD Record Form - unscheduled

## Unscheduled CPD Cycle Entry

Please provide precise and succinct information in each section

ACTION
<p>1. In summary I learnt the following ...[ESSENTIAL*]</p> <p><b>1. Provide detail of the learning activity/activities in the activity table ...</b></p> <p>While attending a monthly manager’s meeting to discuss company business, the company had arranged for a communication expert to do a session on ‘communicating with staff’.</p> <p><b>In summary I learnt the following:</b></p> <ul style="list-style-type: none"> <li>• Be transparent about the business – to create an open culture</li> <li>• Schedule informal meetings – to assess progress and identify problems. Always prepare for meetings, what you will say and how you will say it.</li> <li>• Be aware of your own weakness – play to your strengths and work on your weaknesses. Be honest.</li> <li>• Sharpen your message – keep to 3-5 key points in any communication, especially email.</li> <li>• Recognise good work – balance constructive criticism with complements</li> </ul> <p>Recognise non-verbal communication – eg body language: don’t slouch or appear disinterested when talking with staff.</p> <p>2. Provide detail of the learning activity/activities in the activity table ...</p>

Activity	Date (dd/mm/yyyy)	Time Taken	Evidence
Attended monthly manager’s meeting which included a session on ‘Communicating with staff’ delivered by a communications expert from First Rate Communications.	Start Date: 12/12/13  End Date: 12/12/13	1 hr 30 mins	Handout including brief personal notes

## EVALUATION

3. I have applied OR I will apply my new learning in the following scenario (provide an example (s)) ...[ESSENTIAL\*]

**I have applied my new learning in the following scenario:** I have scheduled brief, informal 10 minute meetings with each individual member of my staff on a weekly basis, and full staff meetings monthly. At a recent meeting, one particular staff member indicated that she had been thinking for some time about learning sign language to help communicate with deaf patients who use our pharmacy. I encouraged her to 'go for it' and arranged for our head office to fund a sign language course. The staff member was delighted and has now registered for the course. I know the pharmacy will benefit immensely from these skills.