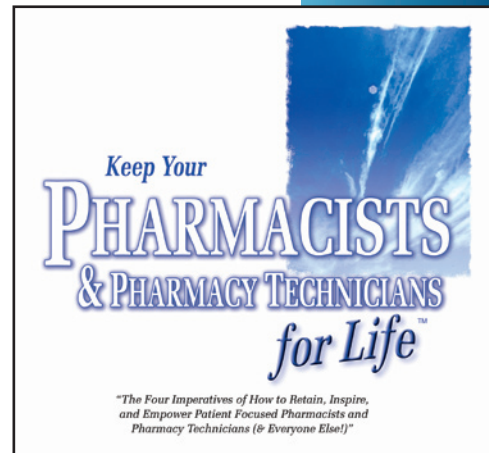


# Keep Your Pharmacists & Pharmacy Technicians *For Life*<sup>™</sup>



## **MISSION:**

The Four Imperatives of How to Inspire, Retain, Motivate, and Empower Patient Focused Pharmacists and Pharmacy Technicians (& Everybody Else!)

## **YOU WILL LEARN HOW TO:**

- ▶ Implement the 12 Attributes of a patient-driven culture so that pharmacists never want to leave.
- ▶ Unlock the genius of staff empowerment through frontline ownership and accountability.
- ▶ Enhance employee morale and patient/customer satisfaction at the same time.
- ▶ Create powerful incentives to improve productivity.
- ▶ Stimulate your current staff to become enthusiastic sales people for new recruits.
- ▶ Involve leadership in improving quality of work life by reducing needless stress and conflict as well as by improving teamwork.

## **SEMINAR ATTENDEES SAY IT BEST:**

“Excellent presentation and examples, timely, relevant and funny!”

– *Linda Chow, Manager, Lilly Canada Strategic Partnership Group*

“High quality. The culture message for healthcare is the most important topic for healthcare organizations today”

– *Palmer Clarkson, Operations Manager, Calgary Health Region*

“Great. Reinforces that simple solutions can make great improvements.”

– *Richard Cashin, David Thompson Health Region*

“Very good. One of the only truly “motivating” presentation I have been to because it was actually practical.”

– *Adrienne Lindblad, Clinical Coordinator, David Thompson Health Region*