	<p>My CPD Reflective Practice Cycle</p> <p>Title: Enhancing Pharmacist Professional Fulfilment and Mental Fitness through Positive Intelligence</p>
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Introduction:

Positive Intelligence (PQ) 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.

Self-Appraisal:

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.

Mental fitness coaching, powered by Positive Intelligence, addresses these concerns by providing evidence-based strategies to build resilience, manage stress, and improve overall well-being.

I want 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

Personal Plan:

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

- Enrol in the PQ Foundation programme
- Participate fully with my learning cohort and my pod
- Complete the 6-month PQ Coach training programme
- Fulfil the PQ Coach Certification requirements.

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- Guide pharmacists through the PQ Mental Fitness programme in cohort and one-to-one based coaching. Evaluate their progress and feedback relating to elevating their self-awareness, leadership, performance, relationships, professional fulfilment, engagement and other metrics.
- Become an active member of PQ B2B Community of Practice and lead PQ cohorts in different industries, with different PQ Coach colleagues.

Action Taken:

I completed my action plan. In addition, I completed the PQ Mastery Programme with a cohort of 12 other PQ Coaches to continue to deepen my own self-mastery, leadership and facilitation skills and mastery of PQ content and applications.

I enrolled in the PQ Foundation Programme for Coaches in July 2020, after which I enrolled in the PQ Coach Programme.


I completed the PQ Coach Programme in March 2021 and fulfilled the PQ Coach Certification criteria in June 2021. This included

- completing all the self-directed lesson modules and live PQ Integration sessions regarding the PQ pillars of mental fitness - Saboteurs, PQ Reps, Sage Perspective and Sage Powers.
- demonstrating pod facilitation skills through guiding at least 10 participants through the PQ Foundation programme,
- passing a PQ coaching skills assessment
- providing peer evaluation of recordings of three PQ coaching sessions
- expressing self-awareness and learnings through reflective practice assignments.

As part of my CPD, I undertook the PQ Mastery Programme for PQ Coaches with a cohort of 12 other coaches, which further deepened my mastery of PQ principles.

Given Positive Intelligence draws its framework and methodology from four different science and social science disciplines, I was inspired to further my study in these specialist fields.

- **Positive Psychology** – Having listened to Martin Seligman’s WBECS session on human agency, I completed a Foundations of Positive Psychology Specialisation with University of Pennsylvania, led by researchers such as Martin Seligman (Visionary Science), Angela Duckworth (Grit), and Karen Reivich (Resilience) to deepen my understanding of the Positive Psychology science under-pinning the Positive Intelligence Framework.
- **Neuroscience** – I completed a Neuroscience of Leadership: Leading with your Brain Specialisation with the University of Colorado Boulder to better understand how to leverage brain science to maximise individual, team and organisational performance and in business, relationships and leadership situations.

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- **Leadership** – Having heard a presentation from leading researchers and authors (Melvin Smith and Richard Boyatzis) on this topic at WBECS, I enrolled on Inspired Leadership Specialisation with Case Western Reserve University to integrate PQ principles with leadership impact. The modules included inspiring leadership through emotional intelligence, women in leadership, conversations that inspire (coaching, learning, leadership and change), leading positive change through appreciative inquiry and be a leader, develop a leader.

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

The PQ Programme provides a powerful, evidence based methodology for pharmacists to create Positive Practice.

- **Purposeful Living:** PQ's Sage Navigate Power provides a specific tool to guide personal and professional values-based decision making, optimising purpose, fulfilment and ethical practice.
- **Personal:** Mental fitness coaching provides knowledge, skills and practices to address stress and burnout, promoting personal empowerment, intentional practice and overall wellbeing.
- **Professional:** PQ Coaching and mental fitness practices support pharmacists to demonstrate curiosity to learn about each person's experience, fostering a person-centred approach (Sage Explore Power), enhance ethical decision making skills (Sage Navigate Power), improve pharmacists ability to learn from experiences (both good and bad) and adapt to change through the Sage Perspective, create a culture of innovation (Sage Innovate Power) and do the right things for the right reasons (Sage Activate Power).
- **People:** PQ Coaching and mental fitness practices and skills enhance 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:

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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)

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- 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.