

Training & Coaching

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Program Leadership

- Training
 - New hires
 - New module / topic
- Coaching
 - Ongoing development
 - Clinical competence
 - Overcoming barriers
 - Access barriers

Pre-COVID

- Home-study
 - Webinars
 - Review of literature
- In-person group sessions
 - Interactive sessions in our Boston office
 - Several days, role-playing, etc
- Home-study
 - Role-playing in the mirror
 - Emailing with questions

Post-COVID - POLL

- How did your training program evolve during COVID?
 - A: my program doesn't have a formal training process
 - B: same – live / in-person
 - C: 100% virtual – synchronous (scheduled Zoom training sessions)
 - D: 100% virtual – asynchronous (home-study)

Training New Hires

- Home Study
 - Review of pre-recorded webinars and slides
 - Review of literature
 - Review of modules
- Synchronous Coursework
- Asynchronous Coursework
- Practice
 - Role-playing
 - Introductions
 - Detailing visits

Coaching – POLL

- What does your on-going coaching look like?
 - A: no coaching, but maybe we should consider this...
 - B: has always been virtual
 - C: was in-person, but now virtual
 - D: has always been in-person

Coaching

- Metrics
- Motivational interviewing
- Tactics for cold-calling
- Barriers
- Best Practices

Plan Going Forward

- Virtual training? Yes.
 - Hybrid model
- Sustainable? Yes.
 - Client outcomes
 - WIIFT (*what's in it for THEM*)
 - NOT *what's in it for ME*)

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