

# Absorbing graduates into the workplace –Interns and Trainees

Pieter Kilian



**3<sup>rd</sup> NATIONAL PHARMACY CONFERENCE**  
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SUN CITY, SOUTH AFRICA



# Disclaimer

- This is not an academic presentation
- Subjective opinion
- This opinion is open for debate and criticism
- It also needs to be adjusted to needs of the organization and persons involved
- This opinion is based on the personal involvement, placement and interaction with a large number of interns and trainees in corporate and independent pharmacies over the last 10 years



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# The Process

- Advertisement of the vacancy
- The interview
- Appointment
- **Orientation**
- **Support and engagement**
- **Honest feedback**
- **Development and training**



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# What is the need?

- Apply the academic knowledge to real-world decision making
- Increase proficiency in specific disciplines; such as human resources management, operations management, Ethics and Law.
- Assistance in the development of employer-valued skills such as teamwork, communications and attention to detail.
- Exposure of the individual to professional role models or mentors who will provide the student with support in the early stages of the internship and provide an example of the behaviours expected in the intern's workplace

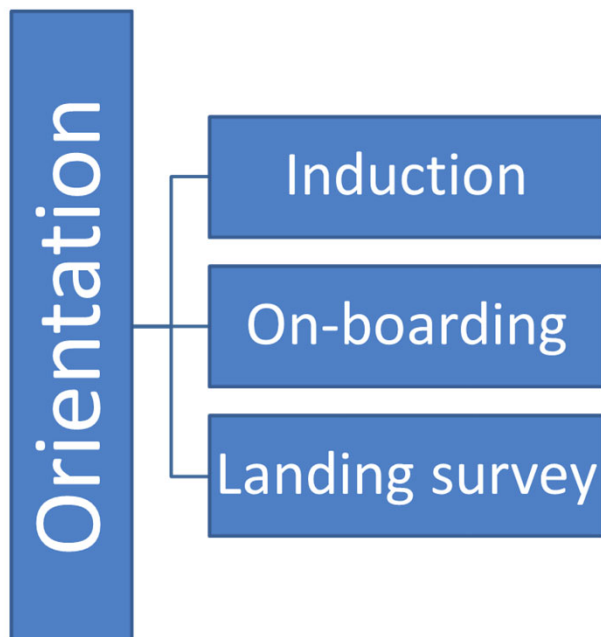


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# Orientation



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# Induction

- Business History and overview
- Business structure
- Vision
- Strategic objectives
- Business values
- Employee wellness program
- Policies and procedures
- Employee benefits



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# Onboarding

The goal of onboarding is to be an INTRODUCTION TO OPERATIONS

- Receiving of stock
- Merchandizing of stock
- Promoting advertised lines
- Selling of products
- Replenishment of stock
- Providing customer service
- Banking of takings received
- Protection of stock and assets
- Training and development of team members



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Position	Requires a Tutor	Supervision by a Pharmacist	May sell without a prescription	Compounding in the Dispensary	Full counselling	Enter a Prescription on a PC
<b>Learner Basic</b>	Yes	Direct		Schedule 1 - 5	No	No
<b>Learner Post Basic</b>	Yes	Direct	Schedule 1 - 2	Schedule 1 - 5	No	Yes
<b>Qualified Basic</b>	No	Direct	Schedule 1	Schedule 1 - 5	No	No
<b>Qualified Post Basic, Pharmacy Student</b>	No	Direct	Schedule 1 - 2	Schedule 1 - 5	No	Yes
<b>Intern</b>	Yes	Yes	Schedule 1 - 2 Specified S3	Schedule 1 - 6	Yes	Yes
<b>Rx</b>	No	No	Schedule 1 - 2 Specified S3	Schedule 1 - 6	Yes	Yes



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# Performance Management Process



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# Learning and development

## Purpose

- ❖ Develop organisational capability
- ❖ Achieve business objectives through employees who are competent and motivated
- ❖ Provide learning and development opportunities for employees to contribute to sustained business growth
- ❖ Provide increased patient care.
- ❖ Encourage employees to take responsibility for accessing and participating in learning and development initiatives



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# Learning and development

## Focus

- ❖ Developing scarce and critical skills
- ❖ Enhancing management and leadership competencies
- ❖ Facilitating individual / personal growth
- ❖ Supporting the talent management process

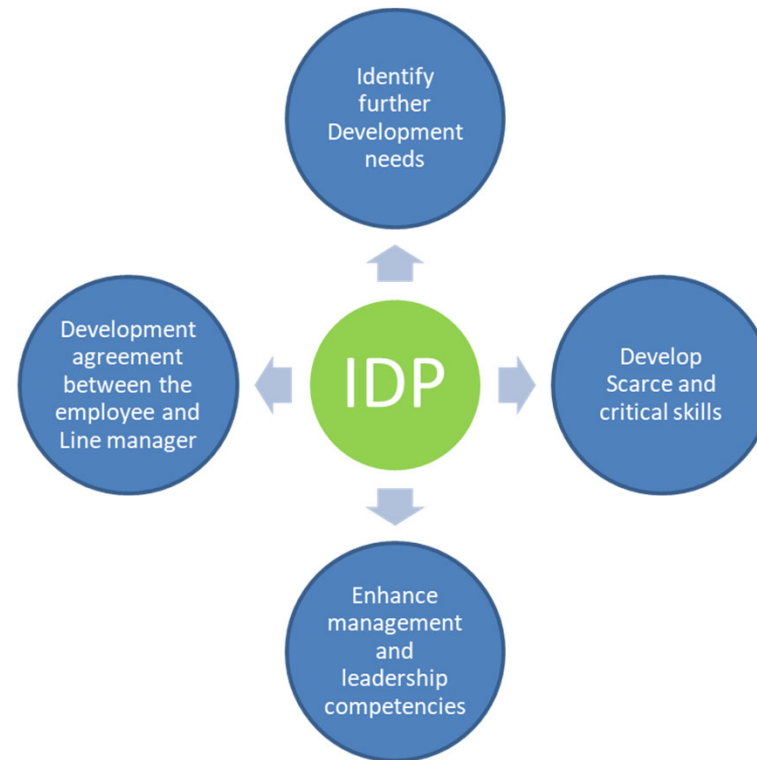


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# Individual Development plan



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**Train people well enough so  
they can leave, treat them well  
enough so they don't want to.**

Richard Branson



# QUESTIONS



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# THANK YOU!



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