

# Attitude - Team Working - Communication are fundamental non-technical skills

## Scoring of non-technical skills in a pharmaceutical technology unit

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### Context



We need to make **non-technical skills** (communication, leadership...) part of our training methods

### Objectives



Create a non-technical skills (NTS) **qualitative questionnaire**



Apply it in the **chemotherapy sector** of our pharmaceutical technology unit (PTU)



Understand which NTS should be **improved** in our PTU

### Methods

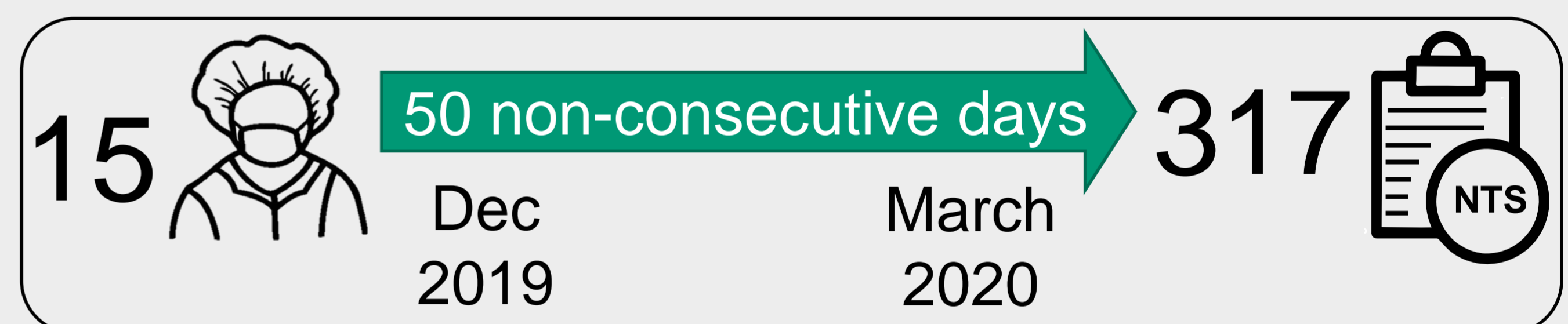
- Literature review and brainstorming** (3 hospital pharmacists) → creation of a **qualitative questionnaire** for each NTS
- Everyday, all operators score all their colleagues by choosing an answer **between the 3 qualitative possibilities** (Table 1) → **Daily turnover** of the operators → homogeneous results
- Qualitative answers converted afterwards in **quantitative scores** (+1; 0; -1)
- Quantitative scores converted in **% of maximum score** (depending on how many items were filled)

Table 1 : Examples of questions and related scores

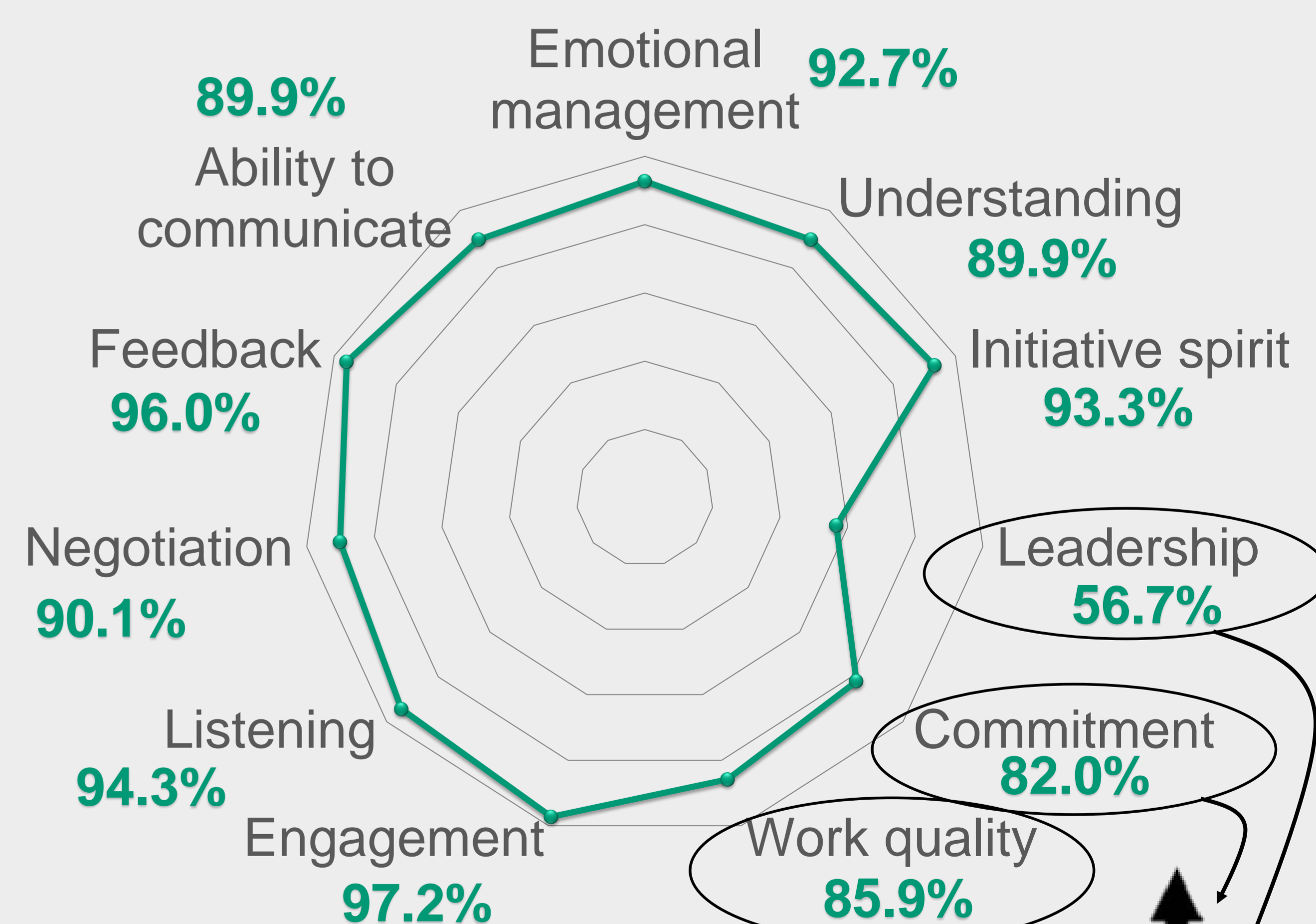
Engagement	Gives spontaneous help (+1)
	Does the expected work (0)
	Tries to dodge the work (-1)
Negotiation	Seeks to reach a consensus (+1)
	Agrees to compromise (0)
	Remains closed to a compromise (-1)

### Results

The 3 categories and 11 related NTS



Average results in our PTU



Final average score: **88%**

**3 team-working NTS** are below this cut-off

### Conclusions

Peer-to-peer assessment instead of an assessment by the line manager + Qualitative questionnaire instead of a quantitative one = Better acceptability from the team



Overview of the 3 NTS that should be trained → set up of team-working workshops

