International Business School Pharmacy

5 steps to a stronger, more profitable and future-ready pharmacy



Transform your pharmacy with a personalised development programme

Designed for international pharmacy practice

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This 5 steps program was originally developed for the Dutch community pharmacy sector and is firmly grounded in everyday pharmacy practice. While the programme reflects extensive experience within Dutch healthcare, its leadership principles, management frameworks, collaboration models, and practical tools are highly relevant for pharmacy professionals across the globe.

- To ensure maximum relevance, the programme can be customised for:

- National healthcare systems and pharmacy practice environments
- Country-specific regulations, legislation, and professional standards
- Pharmacy groups, chains, and corporate organisationsLocal implementation challenges and strategic development objectives
- This enables organisations to benefit from proven expertise while ensuring direct applicability within their own professional context.

Interested in a version tailored to your country or organisation?
We would be pleased to discuss the possibilities with you.

Transform your pharmacy with a personalised development programme

Successful pharmacies do not grow by chance. They grow through clear leadership, a motivated team, high-quality patient care and a well-defined strategy for the future.
The 5 steps programme is designed specifically for pharmacists who want to strengthen their pharmacy, improve patient outcomes, increase profitability and create a workplace where professionals can thrive.

This is not a generic training programme. It is a personalised development journey tailored to your pharmacy, your ambitions and your vision for the future.
During the intake consultation, we assess your current situation, identify opportunities for growth and design a customised roadmap. From the outset, you will have complete clarity regarding:

- The priorities for your pharmacy
- The scope and duration of the programme
- The level of support required
- The investment and expected outcomes

Overview

the five steps

Step 1 – Defining your vision and goals

- Every successful transformation starts with a clear vision.
- During an in-depth intake consultation, we explore your ambitions, professional goals and aspirations for your pharmacy. Together, we identify where you are today and where you want to be in the future.
- The result is a personalised development plan with clear objectives and practical actions.
- The benefit: A clear direction creates focus, confidence and measurable progress.

Step 2 – Creating a strategic roadmap

- Your ambitions are translated into a practical and achievable pharmacy strategy.
- Together, we develop a roadmap that focuses on quality improvement, innovation, digitalisation, patient-centred care and collaboration within the healthcare network.
- The benefit: A clear strategy turns ideas into tangible results.

Step 3 – Developing a high-performing team

- The future of your pharmacy depends on the strength of your team.
- We analyse the skills, talents and development opportunities of your staff and create a plan that promotes professional growth, engagement and ownership.
- The benefit: Motivated employees deliver better care, stronger patient relationships and higher job satisfaction.

Step 4 – Measuring what matters

- Improvement becomes meaningful when results can be demonstrated.
- We help you measure the impact of your pharmaceutical services by focusing on patient outcomes, quality of life, clinical results and the broader value your pharmacy creates.
- The benefit: Reliable data strengthens decision-making and demonstrates the value of your services to healthcare partners and stakeholders.

Step 5 – Increasing your visibility and influence

- Outstanding results deserve recognition.
- We help you communicate your achievements professionally to patients, general practitioners, healthcare insurers, collaborative partners and policymakers.
- The benefit: Greater visibility strengthens your reputation, creates new opportunities and positions your pharmacy as a leading healthcare provider.

05

Practical information

Date
In consultation

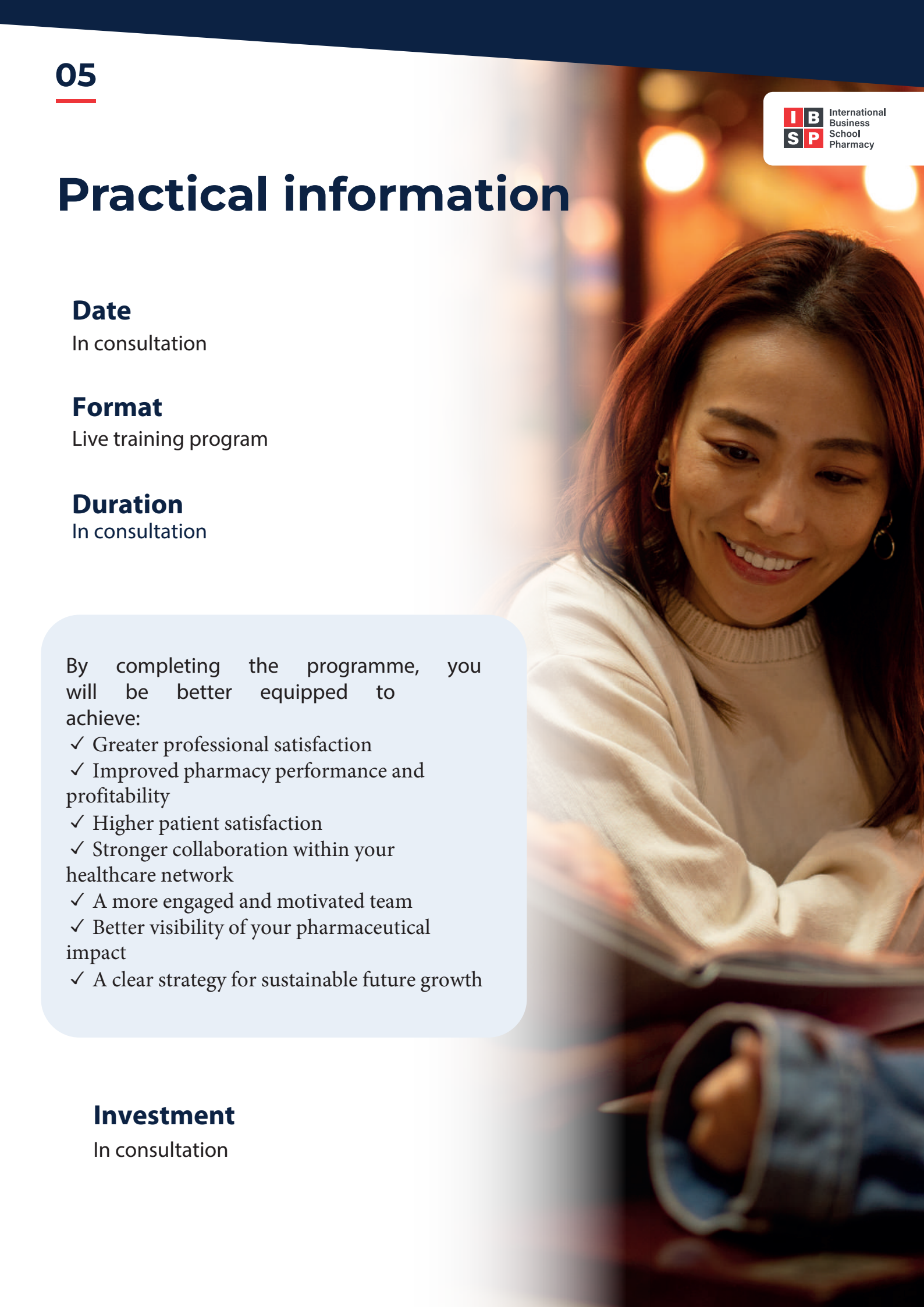
Format
Live training program

Duration
In consultation

By completing the programme, you will be better equipped to achieve:

✓ Greater professional satisfaction
✓ Improved pharmacy performance and profitability
✓ Higher patient satisfaction
✓ Stronger collaboration within your healthcare network
✓ A more engaged and motivated team
✓ Better visibility of your pharmaceutical impact
✓ A clear strategy for sustainable future growth

Investment
In consultation



Led by experienced healthcare innovator



Drs. Peter Felen

International pharmacy leader, educator and management consultant with more than 35 years of experience in pharmacy practice and leadership development. Worldwide. Peter combines deep academic knowledge with a practical understanding of the daily realities facing pharmacists and pharmacy teams. His expertise spans pharmacy management, professional development, organisational leadership, and healthcare innovation, enabling professionals and organisations to translate strategy into measurable improvements and lasting success. CEO of IBS-P.

About IBS-P

IBS-P (International Business School Pharmacy) is dedicated to supporting the professional and personal development of everyone working within the pharmacy sector.

We offer a comprehensive range of training programmes, coaching, and consultancy services tailored to the needs of pharmacists, pharmacy managers, pharmacy owners, support staff, and healthcare leaders. Our programmes range from individual coaching and leadership development to specialised professional courses and fully integrated MBA-level programmes designed specifically for pharmacy professionals.
Our mission is to strengthen leadership, improve collaboration, enhance business performance, and support sustainable innovation within pharmacy practice. By combining practical experience, academic knowledge, and real-world implementation, we help professionals and organisations achieve measurable results while preparing for the future of healthcare.

Whether you are seeking personal growth, leadership development, team improvement, organisational change, or advanced management education, IBS-P provides the knowledge, tools, and guidance needed to succeed in an increasingly complex healthcare environment.



From individual coaching to executive-level pharmacy MBA programmes, IBS-P supports professionals at every stage of their career.

Email
Info@IBS-P.com

Phone
0031-850878581

Address
De nieuwe Erven 3
5431NV Cuijck
The Netherlands

