

What do we mean by empowerment?

Why do BMS need empowering?

What are the tools for empowering?

Empowerment of employees provides opportunities to make their own decisions with regards to their tasks and community.



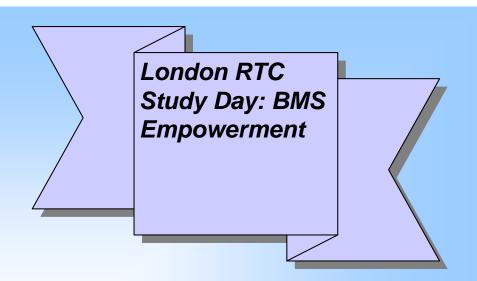
As a general definition,

empowerment is a multi-dimensional social process that helps people gain control over their own lives.

Process: To fosters power (the capacity to implement) in people.

For use in their communities, society, workplace by acting on issues that they define as important.

Empowerment, is a social process, that is similar to a path or journey, one that develops as we work through it (with relations to others) one important implication of this definition of empowerment is that the individual and community are fundamentally connected.



So how do we empower ourselves?

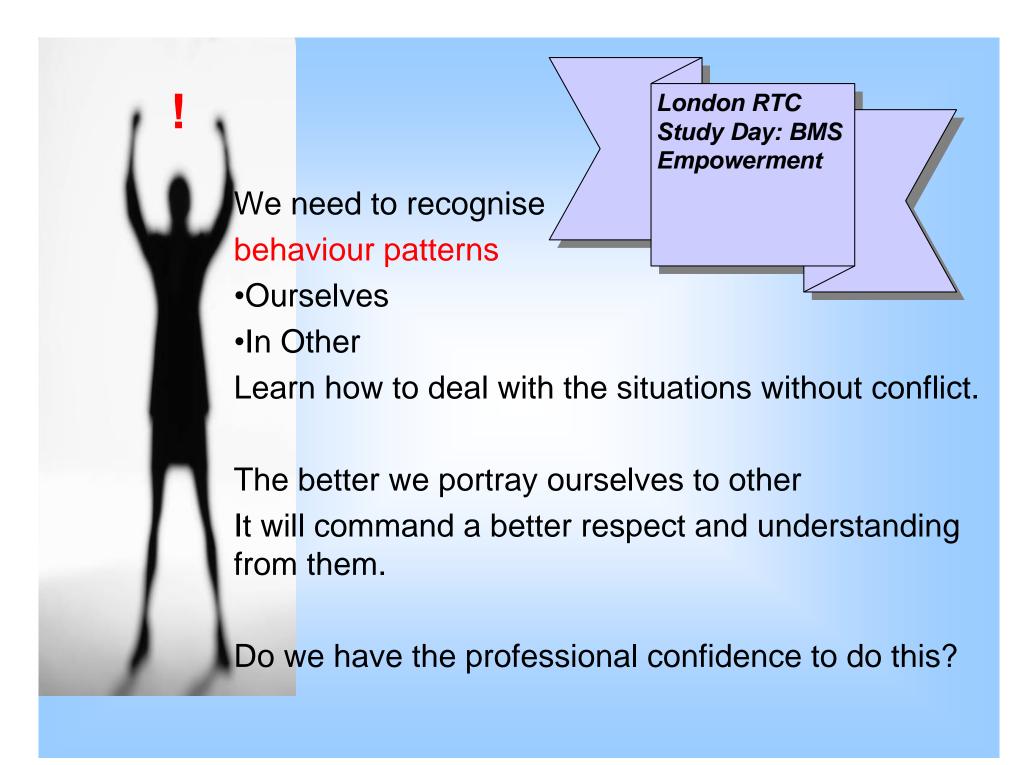


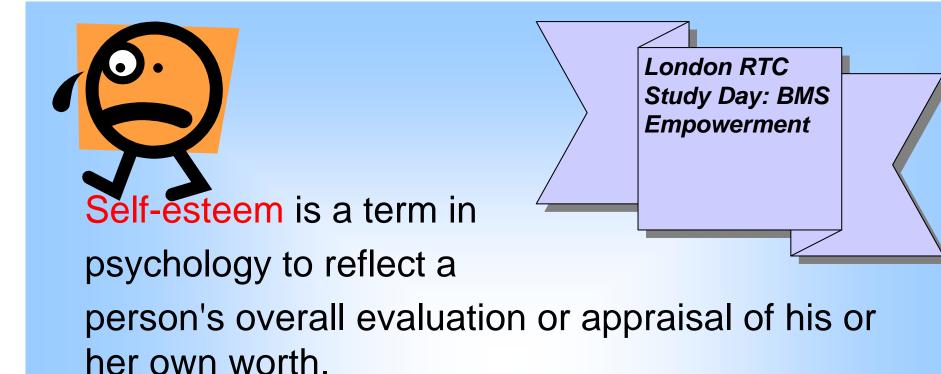
We need to market our own professional knowledge.



This can help create a better public relations and respect with the users of our service.

It will create trust & confidence to those using the service to show we understand the support needed.





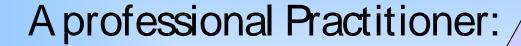
Professional confidence encompasses beliefs e.g. "I am competent", "I am worthy" "I know what I am talking about"

Do we recognise ourselves as a professional within the work place?



So what does being a professional BMS mean?

What is your view on being a professional BMS?



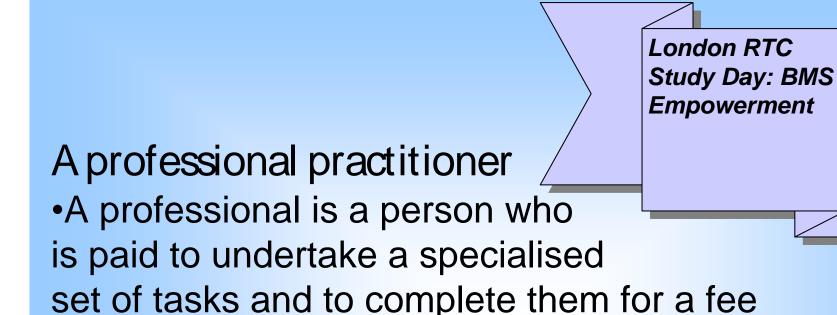
London RTC Study Day: BMS Empowerment

Less technically, it may also refer to a person having competence in a particular activity.

Because of the personal and confidential



nature of many professional services there is a great deal of trust in them, most professionals are subject to strict codes of conduct enshrining rigorous ethical and moral obligations.



In some cultures, the term is used as shorthand to describe

- particular social stratum of well educated
- considerable work autonomy commonly
- engaged in creative and intellectually
- challenging work

We need to market our Product Knowledge.



Blood transfusion components should be understood when and how they are used.

Protocols and policies should be understood by the <u>person dispensing/issuing</u> the components and should be able to provide some technical/clinical support with their use. Do we get the professional respect from other healthcare professionals?



Pharmacists are seen as experts in their field and asked for opinions and are well respected by their healthcare colleagues.



So how can we change the altitudes to our role as BMS and experts in our field?

Today will go over some
of the tools and techniques
which can be used to create better working
relationships for

London RTC

Study Day: BMS

- Customer Services
- Assertiveness
- Product knowledge
- Clinical communication
 And thus empowerment for our profession.

