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Identify Leaders The resource **How to Identify Leaders in Your CoP** reviews a list of community leadership responsibilities related to facilitation, knowledge management, and other areas. These responsibilities can be translated into specific roles or positions core members may want to assume in the community. In addition to the Community Leader and Community Sponsor, there are six specific roles that your community may want to fill. In the early phases of a CoP's formation, one member commonly holds several roles. As the community grows and engages in many activities, each role can be held by multiple CoP members. Common attributes of the people who best fit into these roles include:

- Knowledge Manager:** Organizes a community's knowledge—Sometimes known as Librarians, Knowledge Managers are detail-oriented, well organized, enjoy structuring content from disparate sources, and understand the technology resources employed by the community. The person(s) in this role will work closely with Technical Specialists.
- Facilitator:** Handles the event management of the community—The Facilitator manages meetings by ensuring that meeting agendas are followed, conversations stay on domain-related topics, and each member's voice is heard. For additional information and tips regarding facilitation, please refer to the "Facilitation Tip Sheet", located in the Resources section.
- People Connector:** Assists community interaction—Also known as the community greeter, the People Connector assists new members in connecting with current members and works to ensure new members feel comfortable expressing concerns and voicing suggestions.
- Subject Matter Expert:** Drives innovation as domain thought leader—Known as an expert in the domain area and is generally experienced in the field, the Subject Matter Expert frequently publishes papers, speaks at conferences, and may teach related courses. For additional information, please refer to the "SME Tip Sheet", located in the Resources section.
- Technical Specialist:** Manages the technology requirements and corresponding community tool—The Technical Specialist understands the technology used by the community, assists in managing tools, training users as needed, and ensures the community adheres to the rules. For additional information, please refer to the "Technical Management Tip Sheet". Both resources are located in the Resources section.
- Communication Specialist:** Manages the internal and external communication—The Communication Specialist is skilled in written and oral communications, pays close attention to detail, and is creative and consistent.

Determine Leadership Protocols As your community continues to coalesce, leaders and active core members will need to determine both the length of time members will serve in formal roles and the process for alternating roles. Once determined, the roles and responsibilities procedure should be formalized and added to the charter. The table below depicts appropriations by fiscal year starting in 1986 to present day. Effective fiscal year 2014, funding is being provided through the Prevention and Public Health Fund under the Affordable Care Act provisions. Related Resource Description Audience Facilitation Tip Sheet[DOC - 202KB]word icon Advanced Facilitation Guide[DOC - 236KB]word icon The facilitator is responsible for managing meetings, keeping conversations on track, and ensuring each member's voice is heard. These resources provide suggestions for accomplishing these tasks. Leaders and members serving as CoP Facilitators SME Tip Sheet[DOC - 157KB]word icon As a Subject Matter Expert for your community, your responsibilities include inviting experts to speak to your CoP, bringing in new ideas, identifying topics for meeting agendas, and maintaining the CoP focus. This tip sheet gives ideas for how to get all of this done. Leaders and members who are CoP Subject Matter Experts Technical Management Tip Sheet[DOC - 141KB]word icon Technology Tool Comparison XLS - 81KB]excel icon You're technically savvy, but for your CoP you also need to help identify the right tools for your group, define account permissions and roles, and help develop collaboration rules to ensure everyone acts respectfully. These resources provide ideas on selecting and managing technology within your CoP. Leaders and members serving as CoP Technical Managers For Evva Destine Hoover, a pharmacy student at the South Carolina College of Pharmacy, leadership roles are not positions to be filled, but opportunities to make an impact on one's community. For Evva Destine Hoover, a pharmacy student at the South Carolina College of Pharmacy, leadership roles are not positions to be filled, but opportunities to make an impact on one's community. During her time at pharmacy school, the 2016 PharmD candidate has demonstrated this belief through her participation in the Medical University of South Carolina Service Learners International, a student-led group formed to help advance the health care initiatives of Project Medishare. As part of her involvement in the group, Hoover helped to organize annual trips to Haiti, where she and her peers provided care to local patients through mobile clinics and home visits. "This trip is unique because the students are responsible for every aspect of trip planning, from coffee fundraisers to developing curriculum materials, ensuring traveler safety, and recruiting outstanding faculty to maximize our educational opportunities," Hoover told Pharmacy Times. "The pharmacy students are able to provide supervised clinical drug information services to the medical teams and facilitate communication with the Haitian pharmacists that handle the medication distribution. "Hoover was equally happy to lend her talents and passions to local patients by participating in charity fundraisers and serving in free clinics and summer camps for children with cancer and spina bifida. In total, she has volunteered over 600 hours of her time, all while meeting the rigorous academic demands of pharmacy school. "Volunteering gave me a chance to do something meaningful in between countless hours of studying," Hoover explained. "I'm always looking for opportunities to give back, and whether it's doing cancer research, encouraging a child to accomplish a new goal, helping a patient find successful medication reminder strategies, or even shoveling recycled oyster shells to rebuild marine habitat areas, I've learned so much from the amazing people I've served with and helped." In addition, Hoover's growing pharmacy skills proved essential during her second year, when she witnessed a rollover car accident. As one of the few individuals on the scene with any medical training, she helped reassure the patient, obtained a medical history, and communicated with concerned family members while waiting for first responders to arrive. "While my 'clinical knowledge' was barely developed, my skills in communication, organization, and common sense allowed me to positively impact a patient's life that day," Hoover said. Q: Why did you decide to become a pharmacist? A: For me, pharmacy is the ideal blend of medicine, social work, and business. I had a previous career working with children with disabilities and desired to expand my professional role. Q: What do you think is the most important quality for a pharmacist to possess? A: A love for learning is a key attribute for those in the pharmacy profession. As medication therapy options change frequently, meeting the needs of our patients requires innovative, practical application of our specialized knowledge. Staying abreast of these dynamic changes in health care requires continual education. Q: What do you think is the most important issue in pharmacy? Why? A: Engagement with other health care professions. Although patient-centered care is prominent, prescribing authority is chiefly accomplished through physicians and advanced-practice providers. Improved patient outcomes and health care savings are realized when pharmacists provide direct patient interventions as integral health care team members. Drug costs are volatile, and it requires joint efforts from pharmacy and other health professions to administer the safest, most cost-effective, evidence-based therapies in hospital and community settings. Q: Is there a specific patient or person you've worked with who taught you something that will help you become a better pharmacist? A: I have several brilliant professors/mentors who are passionate about their respective specialties, absolutely love teaching, and emphasize treating every patient as if they were a close family member. Some days, it is easy to lose sight of what we do, and these humble examples inspire me to become the best pharmacist, regardless of practice site. About the School The South Carolina College of Pharmacy offers a traditional PharmD program, as well as dual-degree programs that allow students to also pursue an MBA, MPH, or MHT. Students can also apply to one of the school's residency and fellowship programs, which provide participants with clinical and research experience. About RESPy - Brought to you by Walmart and Pharmacy Times The RESPy (Respect, Excellence, and Service in Pharmacy) Award is presented to the student who has made a difference in his or her community by demonstrating excellence in pharmaceutical care. For more information, please visit PharmacyTimes.com.

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