

Boston Reed College®
Pharmacy Technician Training Program
Week #22 Lab

COMMUNICATION ROLE PLAY

Divide into groups of 3 or 4. One person is the pharmacy technician. One person is the customer or co-worker and the other(s) observers. Play out the situation how you think it might unfold - paying particular attention to your communication techniques. Rotate roles for each of the situations. Try varying your communication style between passive, aggressive, and assertive. What different results do you get?

- 1) Mr. Clinton is an older gentleman with the beginning stages of Alzheimer's. He is at your pharmacy to pick up his digoxin refill. Your computer shows that he picked the prescription up last week. He is adamant that he did not and wants to know if you actually have a brain in your head.

- 2) Rob, your pharmacy manager, has asked you to re-do a medication order for the 4th time. He belittles you in front of the whole department and states that if you can't do it right he'll find someone else to fill the order.

- 3) Doug is a clerk at your pharmacy. He is a high school student and has a hard time concentrating and following through on tasks you ask him to finish. He is supposed to be filing prescriptions at the front counter in between customers. You go out to check on him and find him checking his pager for messages.

- 4) Sally is a pharmacy technician at Village Pharmacy where you work also. Sally likes to use only 16 dram vials to fill prescriptions for small quantities. You like to use 13 dram vials. When Sally works, she takes the 13 dram vials out of their space and replaces them with 16 dram vials. This causes tension between you and Sally.

Group Discussion:

- Were you able to solve the problem?
- If so, do you feel good about the way the problem was solved?
- Did changing your communication style help or hinder the solution?
- Did you feel satisfied by the results when the communication style changed?

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BRAINSTORMING

Divide into groups of 3 or 4. Your task is to facilitate a change in your pharmacy. Use a brainstorming technique and write down your ideas.

Village Pharmacy is losing customers left and right. The average wait time for a prescription is 60 minutes even though people are told 30 minutes. Customers are not happy and neither are the employees. The pharmacy manager is unaware that there is a discrepancy between promised and actual wait time. The typist that communicates the wait time to the customers is unaware of the discrepancy and really doesn't care anyway because she has so much to type.

- Identify the problem(s)
- What communication failures are evident in this pharmacy?
- What solutions are possible to fix the problem(s)?
- Facilitate a game plan to accomplish the change.
- What communication style will work best to accomplish the change?
- What methods will you employ to measure the success of the change?
- What can you do to ensure the continued success of the change?

Boston Reed College®
Pharmacy Technician Program – A Comprehensive Approach
Week 22 Homework / Lab Assignments

Resume

Prepare your resume and take to class

- Go to <http://www.resume-resource.com/> or <http://bostonreed.com/careergarden> and click on the “Resume” module (#4) for some helpful tips on resumes. Also, check out the Boston Reed Student Handbook for helpful tips.

Interview

Go to <http://www.interview-resource.com/> or <http://bostonreed.com/careergarden> and click on the “Interview” module (#5) for some helpful tips on interviewing. Also, check out the Boston Reed Student Handbook for helpful tips.

Pharmacy Technician Certification Exam (PTCE)

- Go to the Pharmacy Technician Certification Board (PTCB) website at <http://www.ptcb.org/> and read about the PTCE requirements. Be prepared to discuss in class.
- Also take the two practice exams on the cd in the back of your Exam Review textbook and be prepared to go over them in class.

Boston Reed College®
Pharmacy Technician Program – A Comprehensive Approach
Week 22 Lab Assignment – State Registration

FLORIDA STUDENTS – This assignment not applicable

CALIFORNIA STUDENTS ONLY – Pharmacy Technician Registration Application

Go to the California Board of Pharmacy website at <http://www.pharmacy.ca.gov> and print out the entire application (17A-5) and instructions and take them to class. Once on the Board's website, you can find the application by following these links:

- Applicants
- Pharmacy Technician

LOUISIANA STUDENTS ONLY – Application for Pharmacy Technician Certification

Go to the California Board of Pharmacy website at <http://www.labp.com> and print out the entire application and instructions and take them to class. Once on the Board's website, you can find the application by following these links:

- Forms and Applications
- Application for Pharmacy Technician Certificate

TEXAS STUDENTS ONLY – Application for Pharmacy Technician Certification

Go to the Texas State Board of Pharmacy website at <http://www.tsbp.state.tx.us> and READ the application instructions for Pharmacy Technician registration. Once on the Board's website, you can find the application and instructions by following these links:

- Pharmacy Technicians & Trainees
- Application for Pharmacy Technician Registration

Your instructor will go over the application process with you in class.

MARYLAND STUDENTS ONLY – Pharmacy Technician Registration Application

Go to the Maryland Board of Pharmacy website at <http://www.mdbop.org/> and print out the entire application and instructions and take them to class. Once on the Board's website, you can find the application by following these links:

- Pharmacy Technicians
- Pharmacy Technician Instructions
- Pharmacy Technician Triple Application

MAINE STUDENTS ONLY – Pharmacy Technician Registration Application

Go to the Maine Office of Licensing & Registration website at <http://www.maine.gov/pfr/professionallicensing/> and print out the application and instructions and take them to class. Once on the website, you can find the application by following these links:

- Professions and Occupations
- Pharmacy Technicians
- Description and how to apply
- Application form