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## Professional Skills for the Pharmacy Technician

By Stephanie C. Peshek

Jones and Bartlett Publishers, Inc, United States, 2016. Paperback. Book Condition: New. 226 x 150 mm. Language: English . Brand New Book. Professional Skills for the Pharmacy Technician addresses skills that facilitate interprofessional interactions in the workplace and increase safety in pharmacies by improving communication. This resource discusses topics dealing with interpersonal relationships, conflicts, training of new employees, management and supervision within the technician ranks, and the importance of the technician role within the healthcare system. Additional topics include patient safety, professionalism, organizational culture, ethics, human resources/labor relations, cultural competence, negotiation and emotional intelligence, customer service, substance abuse, security/risk management, career management, inventory management, and technology. This accessible text will help students understand the background and history behind policies and workplace decisions. The real-life case studies and discussion questions promote a review of the reasoning behind good and bad decisions, to enable healthcare workers to make more educated decisions. This valuable resource will help pharmacy technicians to be a key contributor in creating a quality work environment. The new Pharmacy Technician Accreditation Commission (PTAC) collaboration between (ASHP) and the Accreditation Council for Pharmacy Education (ACPE) is working towards assuring and advancing the quality of pharmacy technician education and training programs...

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