The 10 Habits of Highly Effective Technicians: An Employers Perspective

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Agenda

Objectives
Process
Surveys
Customers
10 Habits

Learning Objectives

1. Identify and understand the needs of various “customers” a pharmacy technician serves.
2. Recognize the habits of a highly effective pharmacy technician.
3. Understand how the habits and effectiveness of pharmacy technicians impact patient outcomes.
Please rank the importance of these habits of highly effective technicians:

What do you think the most important technician habit is to the patient?

Any habits to add to this list?

Any additional comments?
"CUSTOMERS"

- Patients
  - Explain things in a way they can understand
  - Bill it
  - Fast and accurate

- Pharmacists
  - Bill it
  - Prepare it according to their practice standards

- Employer
  - Reliable
  - Make patients happy
  - Make RPh happy

THE 10 HABITS
The 10 Habits

10. Uses and Develops Tools
9. Anticipates Needs
8. Works Well with the Team
7. Adapts to Change
6. Empathetic to Patients
5. Has a Positive Attitude
4. Takes Initiative
3. Communicates Well
2. Pays Attention to Detail
1. Takes Pride in Their Role

"Task scheduling and alerts in Outlook: We use our Outlook calendar as an alarm clock, setting tasks as little as draining the Fillmaster to POS countdowns, inventory etc. It keeps everyone on track."

"To-Do List: There is often a post-it between the two of us with tasks around the pharmacy that need/should be done soon."

"She created a daily checklist (and follows it), created an inventory binder to assist in returns and managing inventory, and creates detailed information sheets for others to complete tasks in her absence."
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“She just sees stuff”
“She sees issues that could happen with things I want to implement.”
“She sees issues that I don’t. That is an invaluable thing to have.”
“Looks beyond the work in front of them”

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8. Works Well with the Team

“teaches others a newer/ faster/ more efficient way of doing things”

“Helps (train) with students and new technicians.”

“wants to surround herself with the best- wants to support each other and make sure everyone is at the top of their game.”

Successful Teamwork

Agreed upon goals
Encourage and support one another
Mutual respect
Open communication with one another

Communication:
- Verbal
- Nonverbal

Listening:
- Be an active listener

Using your strengths:
- Hold up your credentials
- Contribute your best to the team

Training and Mentoring:
- Be aware of different learning styles and techniques

Conflict:
- Accept it, respect others, DESC it

Attitude:
- Be positive! Smile!
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7. Adapts to Change

“embraces change”

“has to keep pace with the times”
“She is a compassionate listener. She never lets a patient feel that she is too busy for their issue or story.”

“Genuinely wants to serve patients”

“Never lets the patient leave without having solved their problem, or have a plan in place for solving it.”

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How many of us have experienced this?

Meetings where most of the discussion is about what is going wrong instead of how to improve or solve the problem.

Groups of people complaining about how the company “sucks.”

General conversations around the workplace where everyone is complaining about each other and they “hate working here.”

You dread going to work.

You leave work feeling drained and negative.

Customers get poor service due to the negative energy.

Every one talking about how an idea won’t work but not offering any other ideas or solutions.
Have fun at work!
Attitude is contagious!
Negativity doesn’t serve a purpose!

Strategies for a Positive Attitude

Smile
• It is powerful - actually changes your brain chemistry

Seek Solutions
• Identify the obstacle, but then seek a solution. Negative people stop at the obstacle.

Remain Professional
• Negativity comes from emotions like frustration and anger. Act professionally - use tact and diplomacy, state facts before feelings, find a way to get the job done.

Respect the Team
• Negativity sucks the energy from those around you. Respect the team and remember the big picture.

5. Has a Positive Attitude
“easy to get along with”

“The minute the attitude takes over, they are no longer effective”
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4. Takes Initiative

“I don’t have to babysit”

“she promotes patient services not to get the numbers, but because she knows it will benefit the patient”

“takes it upon herself to contact patients...”

“a go-getter”

Initiative:

1. an introductory act or step; leading action: to take the initiative in making friends

2. one’s personal, responsible decision: to act on one’s own initiative
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3. Communicates Well

"types directions in a way that will make sense to the patient"

"adds transaction notes for EVERYTHING"

"she leaves notes regarding issues she is working on"

"...documents EVERYTHING"
Communication Tips

1. First impressions are key
2. Body language is crucial
3. Listen
4. Be mindful of your volume
5. Always articulate
6. Include words of respect
7. Phrases to use and not to use
8. Use the AIDET tool
9. Use an interpreter
10. Phone Tips

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2. Pays Attention to Detail

“detail-oriented, efficient and accurate”

“very thorough”

“ALWAYS checking”

“complete and thorough”
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“proud of their abilities”

“never stops learning and growing”

“own their workplace”

“knows their job is important - even the mundane tasks”

“they have to get it right!”
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