
OPA's Center for Entrepreneurship presents

Navigating the Role of Pharmacy Manager

Wednesday, March 5, 2014

Ohio Pharmacists Association • 2674 Federated Blvd. • Columbus, Ohio 43235

Management skills are required for all pharmacists. Whether you're in a formal management role or coordinating support staff, the success of your pharmacy often rests on your understanding of human resource issues. Supplement your knowledge by attending this program hosted by the OPA Center for Entrepreneurship.

This workshop is limited to the first 40 registrants so that everyone has the opportunity to participate and actively learn. **Register now on the reverse side or at www.ohiopharmacists.org.**

Evaluating Employees and Providing Feedback

Mike Wascovich, R.Ph., MBA

With the demands of workflow, working time into your schedule to evaluate employees and give feedback based off of those evaluations can be quite challenging. Our speaker will discuss key components of evaluation such as frequency, criteria, standards, and documentation. This session will also provide you with tactics for how to deliver feedback, especially critical or "negative" feedback.

The Hiring Process

Donald Bennett, R.Ph., MBA

Utilizing the hiring process effectively and understanding how to identify employees who will be the best fit for your pharmacy is critical to keep your pharmacy functioning at its highest level. Our speaker will discuss all parts of the hiring process including résumé or CV evaluation, screening potential candidates, and how to attract the right fit with your job posting.

Program Schedule

12:30 p.m.	Registration
1:00 p.m.	<i>Evaluating Employees and Providing Feedback</i>
2:00 p.m.	Break
2:10 p.m.	<i>The Hiring Process</i>
3:10 p.m.	Break
3:20 p.m.	<i>Interviewing Skills as an Employer</i>
4:20 p.m.	Break
4:30 p.m.	<i>Conflict Management</i>
5:30 p.m.	Adjournment

Interviewing Skills as an Employer

Donald Bennett, R.Ph., MBA

Being prepared for the interview is just as critical for the employer as it is for the potential employee. This session will enable you to conduct effective interviews so that you collect the needed information from candidates, identify if their personality is a good fit for your pharmacy, and become well-versed in non-verbal cues.

Conflict Management

Jeff Steckman, R.Ph., PharmD

This session will provide you with strategies to address conflict in your pharmacy. Whether it's a co-worker, patient, prescriber or business associate, you will learn strategies to successfully manage conflict to improve the overall workflow and climate of the pharmacy.

Learning Objectives:

At the completion of this activity, the participant will be able to:

1. define all steps of the hiring process that should be considered and how to identify quality candidates in the process;
2. identify methods that can be used to interview candidates and formulate the ability to gain insight to the true candidate during the interview;
3. review ways to evaluate employees, how often evaluations are needed, and how to provide feedback so that employees are most receptive; and
4. describe methods for handling conflict management within the pharmacy.

APCE # 0129-0000-14-015-L04-P 0.4 CEU

This is an knowledge-based activity.

OPA's Center for Entrepreneurship presents

Navigating the Role of Pharmacy Manager

Wednesday, March 5, 2014 • OPA Office • Columbus, OH

Name _____ Nickname for Badge _____

NABP e-Profile ID _____ Birthdate (MMDD format) _____
[obtain at www.MyCPEmonitor.net]

Preferred Mailing Address home work _____

City _____ State _____ Zip _____

Place of Employment _____

Home Phone (_____) _____ Work Phone (_____) _____

Fax (_____) _____ E-mail _____

Emergency Contact _____ Phone (_____) _____

Special Dietary Requirements low fat vegetarian
If physically impaired, indicate special needs _____

Registration Fee:

OPA Member \$99
Non-member \$149

Check payable to: *Ohio Pharmacists Foundation*

Mail to: Ohio Pharmacists Foundation
2674 Federated Blvd., Columbus, OH 43235

Or **Register Online** at www.ohiopharmacists.org

Or **Fax** with credit card information:
614.389.4582

Or **Call** with credit card information:
614.389.3236

MasterCard VISA Exp. Date _____

Account Number _____

Name on Card _____

Security Code _____

Total Remitted \$ _____

Billing address if different from above:

Requests for refunds, less \$15 administrative fee, will be honored if received by 2/26/2014.

CONTINUING EDUCATION

This program is targeted to all pharmacists. The continuing pharmacy education (CPE) for this program is coordinated by the Ohio Pharmacists Foundation. To receive credit, you must fill out the CE form, sign, date, and return it to OPA. Your CE will be uploaded to the CPE Monitor, from where you can print a CE statement of credit if you so choose. Disclosure of faculty and commercial support relationships will be made known at the activity.

CONFIRMATION

Upon registration, a confirmation letter or email will be sent to you along with driving directions.



The Ohio Pharmacists Foundation is the educational and research arm of the Ohio Pharmacists Association.

The Ohio Pharmacists Foundation Inc. is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education.

