

Pharmacy Process Improvement through Effective Communication Skills

Session 1 | September 13, 2006 | Noon to 1:30 PM Eastern Time

Program Description: Systems that ensure clear communication increase operational efficiency and thus create value for the organization. Better operational procedures and processes can be built upon the base provided by these systems that ensure effective communication. Results include better relationships within the organization and between the organization and its customers, clients and anyone else in relationship to it. This program, presented by a seasoned home infusion executive and communication consultant will present key techniques in building effective communication skills that will result in a happier and productive workplace.

Faculty: Michele Okposo, RPh, Principal, Transformative Practices, LLP

Educational Objectives:

After Completion of this program the learner will:

1. List the ways in which poor communication leads to decreased efficiency in the workplace
2. List key communication principles in the areas of increasing awareness, listening, and decreasing resistance to receiving feedback.
3. Describe practical steps to applying effective communication skills to improve pharmacy processes.

Member Rate:

Audio Conference Only ... **\$75**
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Non-Member Rate:

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