

## **02 Course: Processing and Handling of Medications and Medication Orders**

**Modality: Self-Paced Learning**

**Duration:**

1) Demonstrate ethical conduct. 2) Present an image appropriate for the profession of pharmacy in appearance and behavior. 3) Demonstrate active and engaged listening skills. 4) Communicate clearly and effectively, both verbally and in writing. 5) Demonstrate a respectful and professional attitude when interacting with diverse patient populations, colleagues, and professionals. 6) Apply self-management skills, including time, stress, and change management. 7) Apply interpersonal skills, including negotiation skills, conflict resolution, customer service, and teamwork. 8) Demonstrate problem-solving skills.

**Course Outline:**