

Pharmacy Technician Communication Skills

Certificate Program for Pharmacy Technicians

March 17, 2026 - 8AM to 5PM (Check in 7:30am)

Location: Sutter Medical Center Sacramento

2825 Capitol Ave., Sacramento, Ca 95816

Building/Floor TBD

CE Info:

0.8 CPE credits for 8 hours of live instruction

Activity #: 0597-0000-26-001-L99-T Activity Type: Application

See attached for program learning objectives and itinerary

No Registration Fee. RSVP to: joanna.jullien@cnsu.edu



Instructor: Peter Tenerelli, PharmBS, PharmD, EMP, Associate Professor and Director of the Center for the Advancement of Pharmacy Practice, College of Pharmacy, California Northstate University

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Contact: Joanna.jullien@cnsu.edu Office of Academic Affairs, CNSU



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ITINERARY & LEARNING OBJECTIVES

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Location: Sutter Medical Center Sacramento

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8AM to 5PM - Check in 7:30AM (Coffee/Light Fare Breakfast)

8:00-8:10 Welcome

- Pre-Activity Survey - 5 minutes

8:10 – 10:00 Session 1: Communication Basics

Module 1: Active Listening (Lecture) – 25 minutes

- Application Exercise (Medication reconciliation/scheduling appointments for the Pharmacy Clinic) – 20 minutes
- Discussion - 10 minutes

Learning Objectives:

- Define active listening and its importance in healthcare settings.
- Identify barriers to active listening.
- Demonstrate techniques for active listening, such as paraphrasing, summarizing, and asking clarifying questions.
- Practice active listening skills through role-playing scenarios.

Module 2: Clear and Concise Communication (Lecture) – 25 minutes

- Application Exercise (Identifying inconsistencies in the main pharmacies| Prior Authorization Submission| Working as a team through a busy day) – 20 minutes
- Discussion - 10 minutes

Learning Objectives:

- Recognize the importance of clear and concise communication in pharmacy practice.
- Identify common communication pitfalls, such as jargon, ambiguity, and assumptions.
- List strategies for delivering information in a clear and understandable manner.
- Practice communicating complex information in simple terms through case studies or mock patient interactions.

10:00 – 10:10 BREAK

10:10 – 12:00 Session 2: Empathetic Communication and Cultural Competency

Module 1: Empathetic Communication (Lecture) – 25 minutes

- Application Exercise (Patient Interviews – Medication Reconciliation, Denial of Services, and Transitions of Care) – 20 minutes
- Discussion - 10 minutes

Learning Objectives:

- Define empathy and its role in patient care.
- Recognize verbal and non-verbal cues of patient distress or anxiety.
- Develop techniques for expressing empathy, such as using appropriate tone of voice and body language.
- Role-play scenarios to practice empathetic communication with patients in various situations, such as when delivering bad news or addressing patient concerns.

Module 2: Cultural Competence (Lecture) – 25 minutes

- Application Exercise (Patient Interviews | Medication Reconciliation, Denial of Services | Transitions of Care) – 20 minutes
- Discussion - 10 minutes

Learning Objectives:

- Define cultural competence and its importance in healthcare.
- Explore the impact of cultural beliefs, values, and practices on communication.
- Identify strategies for effectively communicating with patients from diverse cultural backgrounds.
- Implement culturally sensitive communication scenarios to practice adapting communication approaches based on cultural differences.

12:00 – 1:00 Lunch

1:00 – 2:50 Session 3: Team Communication and Ethical Communication

Module 1: Team Communication (Lecture) – 25 minutes

- Application Exercise (Handling Disagreement | Offering and Accepting Constructive Feedback| General Communication) – 20 minutes
- Discussion - 10 minutes

Learning Objectives:

- Explain the importance of effective communication within the pharmacy team.
- Identify common barriers to effective team communication.
- Implement strategies for fostering open communication and collaboration among team members.
- Demonstrate giving and receiving constructive feedback in a professional manner.

Module 2: Ethical Communication

- Application Exercise (Patient consent for our Pharmacotherapy Clinic (PTC) | Discussing patient information to appropriate persons only) – 20 minutes
- Discussion - 10 minutes

Learning Objectives:

- Apply the ethical principles guiding communication in pharmacy practice.
- Identify ethical dilemmas related to communication, such as patient confidentiality and informed consent.
- Respond appropriately to ethical challenges through effective communication strategies.
- Analyze case studies to apply ethical communication principles in real-world scenarios.

2:50-3:00 BREAK

3:00 – 4:30 Session 4: Emotional Intelligence

Module 1: Four Components of Emotional Intelligence (25 minutes)

- Application Exercise (Reflect on the scenarios of Sessions 1 – 3; Discuss how the components of emotional intelligence empower you as an effective healthcare provider and pharmacy team member) – 10 minutes
- Discussion - 10 minutes

Learning Objectives:

- Define emotional intelligence.
- Explain the four components of emotional intelligence.
- Explain how all four components of emotional intelligence are necessary for effective relationships.

Module 2: Soft and Hard Skills (25 minutes)

- Application Exercise (Reflect on the scenarios of sessions 1-3; discuss examples of how hard and soft skills are used in these scenarios) – 10 minutes
- Discussion - 10 minutes

Learning Objectives:

- Define the difference between soft skills and hard skills.
- Describe why it is important to have soft skills.
- Describe the valuable relationships between soft skills and hard skills.

4:30 – 4:35 Post-Activity Survey

4:35 – 5:00 Course Evaluation and Close