

## PersonAbility™

### Learning Objectives:

*Upon successful completion of this application-based course pharmacists and pharmacy technicians should be able to:*

1. Describe professionalism and the attributes a health care professional should possess.
2. Identify components of a healthcare professional's personal brand.
3. Apply the three step AIM (Align, Inquire, Make a Plan) method for professional growth
4. Identify how critical thinking helps improve interpersonal foundational skills.
5. Identify when actions or perceptions are not contributing to a situation in a positive manner.
6. Modify behaviors when actions or perceptions are not contributing to a situation in a positive manner.
7. Orient self in relation to the emotional setting of another, differentiating between empathetic and sympathetic responses.
8. Interpret body language in a way that enables productive communication.
9. Develop accurate and complete information appropriate for the audience and setting using direct, plain language.
10. Adapt communication styles for the environment, time, and audience.
11. Display nonverbal communication to provide cues of attention without interruption
12. Identify a speaker's intended message.
13. Ask relevant questions and make statements that demonstrate understanding.
14. Demonstrate prompt and efficient use of time.
15. Execute tasks through to completion to achieve a desired result.
16. Anticipate and respond in a positive manner to changing environments and work assignments.
17. Adapt to changing conditions and work assignments.
18. Establish relationships that exhibit trust and professionalism.
19. Identify and meet the needs of others.
20. Collaborate to achieve a shared goal.
21. Implement plans for self-improvement and growth.
22. Formulate personalized patient care while acting as a responsible representative for the provider.
23. Assess personal strengths and weaknesses in characteristics, actions, skills, and outward display.
24. Outline internal and external perceptions of personal strengths and weaknesses in characteristics, actions, skills, and outward display.
25. Set goals for improvement that include an action plan, benchmarks, and progress review
26. Exhibit identified strengths through actions and presentation.

### Faculty:

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### Faculty Disclosure:

The faculty do not report any actual or potential conflicts of interest in relation to this continuing pharmacy education course.

### CPE Credit



CEimpact is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education.

**UAN:** 0107-9999-21-219-H04-P | 0.9 CEUs/9.0 Hrs.

0107-9999-21-219-H04-T | 0.9 CEUs/9.0 Hrs.

Release Date: June 16<sup>th</sup>, 2021

Expiration Date: June 16<sup>th</sup>, 2024

*ON DEMAND: To obtain 9.0 contact hours of continuing pharmacy education credit (0.9 CEU), participants must participate in the on-demand course, complete the exam\* and evaluation. Once successfully completed, click the Submit button. The CPE Statement of Credit can then be accessed on CPE Monitor, [www.MyCPEMonitor.net](http://www.MyCPEMonitor.net). (\*course & exam to be taken on the NHA platform)*

### Course Format

On Demand.

### Financial Support

None.

### Course Fee

Varies.