

4-PACK PROFESSIONALISM HANDOUT

PREPARE PREPARE PREPARE

The hiring manager read your resume or application and wants to meet you.

Now, it's your turn to make an impression where every sentence you utter during the job interview is going to be a part of that first impression.

WHAT ARE MANAGERS TRYING TO LEARN WHEN ASKING CLICHÉ INTERVIEW QUESTIONS?

"Tell me a little about yourself."

The hiring manager is using this open question to give you a chance to relax.

Don't overthink it. Give a friendly, abbreviated reply. Your level of friendliness, posture and use of grammar will be observed more than your reply. Never say- "Um, so yea, like I um..." Instead reply with confidence & intelligence.

"Why are you applying for this position?"

This question is asked to find out if you understand what the job is about. Reply with why you feel you could do a great job in this position and for the pharmacy. Share what spoke to you about this job opportunity.

Never say- "What is the job title again?"

"Where do you see yourself in 5 years?"

The hiring manager wants to hear your career goals. Be specific in your reply and show that you are motivated to grow professionally. Never say- "I don't know."

"Tell me about a recent failure & how you handled it."

This question is asked to look at your self awareness, honesty & ability to problem solve. Reply with a positive attitude describing your mindset & lessons learned from the experience. Red flag for your interviewer: Not having a story to share.

Never say- "My last boss was terrible."

BODY LANGUAGE

The way you carry yourself
speaks volumes about you.
Your facial expressions, gestures
& posture make the way you
say something more important
than what you say.

Stand Tall

Sit up Straight

Copy and paste each link into your browser for helpful information

Do I want to work at this pharmacy? This article discusses How to Recognize a Bad Workplace

<https://money.usnews.com/money/blogs/outside-voices-careers/articles/2017-11-13/how-to-recognize-a-bad-workplace-before-you-take-the-job>

Do I have the skills to get ahead?

<https://www.themuse.com/advice/soft-skills-definition-examples>

How to Write a Standout Resume

https://7da2da1e-2e9b-4318-be0a-06b45431106a.filesusr.com/ugd/0ce622_921f10ed3f174a93beb79c547ed4050d.pdf

THE WAY YOU SPEAK & DRESS GREATLY IMPACTS HOW OTHER PEOPLE PERCEIVE YOU.

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- Pronounce Words Correctly
 - No Profanity
 - Don't Refer to People in the Pharmacy as 'Honey' or 'Sweetheart'

Build your self confidence by looking good!

- Dress for Your Body Type
- Wear Clothes that Fit Well
- Clean Shoes Count
- Never- wear sweats, shorts or yoga pants to an interview. Never.

SOUND MORE CONFIDENT

Being seen as confident can have a positive effect on your career.

Your voice is an important part of projecting confidence.

- Stay away from filler words such as "um", "like", "so" and "ah".
- Voice tone & volume should be slightly above your normal speaking level to be clearly heard without coming off as abrasive.

Habits

You've vowed to change your habits. What's it going to take to make it happen? Research shows that the Buddy System is a successful way to encourage lasting change.

Speak Up!

Is a workplace correction needed? Speaking up can be difficult. It can seem pushy and overly aggressive. Start with a short, simple statement about what you would like to see changed. Describe the negative effect the behavior /current situation has on you/pharmacy workflow. End with a feelings statement. "I feel underappreciated." "I feel unsafe/at-risk."

Practice your assertive message to prepare for the conversation especially if you're nervous or worried about a defensive reception. Have evidence to support your message. Speaking up genuinely is hard and the results aren't guaranteed.

HAVE YOU EXPERIENCED A HIGH-ANXIETY MOMENT WHERE YOUR BRAIN FREEZES AND YOUR MOUTH SUDDENLY BECOMES DEER IN THE HEADLIGHTS-PARALYZED? MEMORIZE THESE PHRASES TO HELP REGAIN CONTROL.

"THANKS FOR SPOTLIGHTING MY POINT."

"I HAVE ANOTHER COMMITMENT."

"THIS IS MY PREFERENCE."

"YOUR RESPONSE GIVES ME CAUSE TO TAKE THIS FURTHER."

Are you a loud-talker?

If you're in the habit of talking loud to get someone's attention, be warned . This is one of the most irritating habits to your co-workers. It's distracting. 5 ways to tone it down:

Get your hearing checked. Maybe you talk loud, because of a hearing loss.

Listen more. Talk less.

Keep a steady, low tone in stressful situations.

Decrease background noise.

Coming in 2nd and 3rd places for annoying workplace habits are annoying cell phone ringtones and use of speaker phones. Woops!

Copy and paste each link into your browser for helpful information

Read about a pharmacist's deadly choices

<https://www.reuters.com/article/us-massachusetts-meningitis/pharmacists-deadly-choices-sparked-u-s-meningitis-outbreak-prosecutors-idUSKBN1CP18U>

The choice to violate HIPAA in the pharmacy

<https://www.billboard.com/articles/news/8007085/prince-medical-records-pharmacists-cited-trying-to-see>

TAKE CONSTRUCTIVE CRITISISM LIKE A CHAMP

Unfortunately, many of us react with defensiveness and anger to the person giving feedback. But the truth is there's value in constructive criticism. It identifies our weaknesses in order to be more successful in everything we do.

-Accurate and constructive feedback comes even from flawed people. Don't react negatively to the source. Be calm.

-Listen closely to understand. Don't interrupt.

-Look the person in the eyes and thank them for sharing the feedback.

-Ask questions. Ask for specific examples to help you understand the issue.

-Request a follow-up meeting to give you time to process the criticism and time to decide what you will do going forward.



ARE YOU OPEN-MINDED?

Open-minded people are eager to learn and willing to make mistakes. They have an opinion on a subject & may even be experts, but they're always curious as to how people see things differently and they weigh their opinions accordingly. Open-minded people feel compelled to see things through others' eyes.

The rate at which you progress depends on how willing you are to accept new ideas, even if you don't like them. Placing your trust in the right mentor can propel you forward, just as placing it in the wrong person can send you back to the starting point.

Closed-minded people dig their heels in to prove they're right. They would never consider that they could actually be closed-minded. Closed-minded people are more likely to make statements than ask questions. Closed-minded people block others from speaking. Closed-minded people block others from speaking. They don't want to hear anyone's voices but their own.



IS THE CUSTOMER, YOUR PATIENT, ALWAYS RIGHT?

The skills needed to work well with patients evolve from professionalism. When your patient is angry or emotional, stand in their shoes. They may be sick, frustrated with insurance issues or have residual thoughts from their doctor visit.

Acknowledge his or her emotions. Put yourself in their shoes and let them know that you genuinely want to help solve the problem and come up with a solution together. Finding common ground can help you and the patient create a solution.

Active listening is also important. The patient has to see that you want to find out the full story.

- Ask open-ended questions. Build on where your patient is.
- Repeat your patient's concern to make sure you heard it clearly and to allow your patient to hear their own request.
- Explain the possible solutions.
- Show patience.
- Watch your body language.

Some patients simply cannot be made happy. These are the regular customers who complain and find problems each time they come into the pharmacy. What should you do when the patient is threatening or becomes violent? If there is a real, recognizable threat, the police should be called. Describe the circumstances and allow the professionals to act. The continuing opioid epidemic may be an emerging source of difficulty with some patients.

THE POWER OF COMMUNICATION

Take a look at your communication intent vs. the meaning received:

- Your tone of voice
- The specific words you choose
- The context of the conversation
- The experiences of the other person with you
- The current emotional state of the other person
- The specific meanings the other person has for each of the words you use

While your intent is clear in your head, there are many factors in translation of your intent to what ends up as meaning in the head of the other person.

Check your email etiquette:

- Using memes (jk, LOL, BTW) in workplace email messages is viewed as less than professional.
- Don't use all-caps. An innocent message can be mistaken as urgent or 'screaming'.
- In general, emojis do not have a place in workplace email. A smiley-face emoji might be acceptable, but no heart-eyes or heart emojis.
- Check for typos before sending.
- "Hey" as your salutation is not okay.



FIXING A BAD FIRST IMPRESSION

- Be clear that you're not proud of the first impression that was made. "I think I came across poorly when I met you. I was a little nervous and I just wanted to put it out there that I'm not particularly proud of how I came across."
- Try not to get too tripped up by your mistake. Don't give energy or focus to the negative.
- Prove that you have a lot to offer. Create an opportunity that allows you to work more closely with people who don't think highly of you. Correct their misperceptions by letting them see you in a different light.

RESOURCES

1. The Secret Meanings Behind Four Of The Most Common Interview Questions by Rich Bellis, 09.19.17 CAREER EVOLUTION
<https://www.fastcompany.com/40467864/the-secret-meanings-behind-four-of-the-most-common-interview-questions>
2. Never Say These 11 Things During A Job Interview (Unless You Don't Want The Job) By LILLIAN CHILDRESS, 8.14.17
<https://www.fastcompany.com/40451728/these-are-the-phrases-you-should-never-utter-in-a-job-interview>
3. Here's What the Pros Are Saying About Your Professional Body Language Molly St. Louis <https://www.inc.com/molly-reynolds/heres-what-the-pros-are-saying-about-your-profess.html>
4. How to Change Your Voice to Sound More Confident by Heather Yamada-Hosley, 8/30/17
<https://lifehacker.com/how-to-change-your-voice-to-sound-more-confident-17996827259>

Resources

1. The 1 Annoying Habit That's Driving Your Co-Workers Insane (and How to Stop It) By Steve Blakeman <https://www.inc.com/steve-blakeman/how-to-stop-talking-so-loud-and-make-others-listen.html?cid=hm-side4>
2. Pharmacists Cried for Trying to See Prince's Medical Records, 10/23/2017 Associated Press <http://www.billboard.com/articles/news/8007085/price-medical-records-pharmacists-cried-trying-to-see>
3. Pharmacist's 'deadly' choices sparked U.S. meningitis outbreak: prosecutors by Nate Raymond, Reuters <https://www.reuters.com/article/us-massachusetts-meningitis/pharmacist-deadly-choices-sparked-u-s-meningitis-outbreak-meningitis-idUSKBN1GP1BU>
4. Stop Being a Bitch! is a powerful way to change your habits By Nicole Bode 10/17/2017 <https://www.theladslabs.com/career-advocate/buddy-system>
5. A simple Way to be more Assertive (without being Pushy) by Andy Molinsky <https://hbr.org/2017/08/a-simple-way-to-be-more-assertive-without-being-pushy>
6. 7 Tricky Work Situations, and How to Respond to Them by Alicia Bassuk, 10/11/2017 <https://hbr.org/2017/10/7-tricky-work-situations-and-how-to-respond-to-them>