

Technician Leadership Opportunities



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Disclosure Statement

None of the planners for this activity have relevant financial relationships to disclose with ineligible companies.



Learning Objectives

- Describe leadership opportunities available for pharmacy technicians.
- Describe pathways for professional growth for pharmacy technicians.



Pre-Test Questions and Answers



- Which of the following is NOT true of a career ladder?
 - A. May have experience or education requirements to move up the ladder.
 - B. Higher levels of the ladder may include pay increases or additional responsibilities.
 - C. Easily able to add a new “rung” to the ladder.
- What is a benefit of informal leadership opportunities?
 - A. Demonstrate leadership abilities for when formal opportunity arises.
 - B. Personal career satisfaction and engagement.
 - C. Develop new skills.
 - D. All of the above.

Technician Leadership



- Growth of the technician career ladder at our Refill Service.
 - Refill Specialists (entry level)
 - Tier-2 Refill Specialists
 - Leads
 - Supervisor

Technician Leadership



- A career ladder is generally a pre-defined vertical movement.
 - Go from Technician 1 → Technician 2 → Technician 3
- Usually based on experience and education requirements.
- Pros:
 - Helpful in developing new skills related to current position or department.
 - Helps retain and attract talent.
- Cons:
 - May be limited by available formalized roles.
 - Does not necessarily apply if someone is looking to grow in a different direction.

Technician Leadership



- What about a “Career Tree” instead of a ladder?
 - Can grow in variety of directions – not all based on moving up a ladder.
 - Flexibility in direction, timing, and potential system limitations.
 - More opportunities for personal development and growth.
 - Allows for growth within the department, company, or beyond.
 - Based on collaboration and cooperation between management and the staff.
 - Potentially more individualized and focused.
 - Multiple paths “up”
 - New branches may grow in the future!

Technician Leadership



Where are you starting?
(Self-assessment & feedback)

- skills
- knowledge
- abilities
- experience/
education/training
- accomplishments
- interests
- values

Which direction are you headed – and how will you get there?
(Goals, engagement, & plans)

- duties
- motivation
- interests
- gaps/growth areas
- learning styles & preferences

Where do you want to end up?
(Opportunities)

- culture
- “success”
- available opportunities
 - assignments
 - projects
 - roles

Technician Leadership

- Not all settings have the opportunity for formalized leadership roles
- Taking on informal roles can impact your future opportunities.



Technician Leadership



- Opportunities for leadership outside of formalized “promotions”
 - Become a subject matter expert in your department
 - Advanced credentials
 - CPhT, for example
 - Involvement in professional organizations
 - Networking, leadership opportunities
 - Projects and other specialized activities

Technician Leadership



- Personal Journey – Europa Babbini
 - Formal growth on the career ladder was supported and fueled by taking on other opportunities within the department.

Technician Leadership



- It is important to discuss goals with your leadership team.
 - They cannot help you achieve these goals if they don't know about them.
- Look to your “why” to find inspiration

PostTest Questions and Answers



- Which of the following is NOT true of a career ladder?
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