



Clinical Skills for Pharmacist	
Title: Clinical Skills for Pharmacist.	
Subject code: 351 PHCL	
Semester: Sixth Semester (Third Year).	
Duration: 2 + 0 Units (2 contact hours) per week.	
Aims: To provide the student with general communication skills for the pharmacist.	
Objectives: At the end of the course the student should know how to communicate with health care professionals and patients.	
Contents: Communication skills (principles, elements, oral, written, importance, methods, models, barriers, promotions). Neuro Linguistic programming (NLP), behavioral interviewing, oral presentation, excellent customer service behaviors, building relationships, including listening and responding, managing conflict, and assertiveness, communication styles and dealing with difficult people (patients/co-workers/healthcare personnel) are covered through didactic and interactive skill practices.	
Minimum course requirements: 30 (2 x 15) Unit lectures (30 contact hours) per level.	
Evaluation methods:	
- Quizzes	15%
- Mid term examination	25%
- Final examination (written)	60%
Text Books (latest editions):	
1- Communication Skills in Pharmacy Practice: A Practical Guide for	



Students and Practitioners, by William N. Tindall.

2-Communication Skills for Pharmacists: Building Relationships, Improving
Patient Care, Bruce Berger.

Recommended books (latest editions):

1- Clinical Skills for Pharmacists: A Patient-focused Approach, Karen J.
Tietze.

2- Behavioral Approach to Pharmacy Practice, Paul Gard, Blackwell
Science.