

## **PRECEPTOR PEARL #1**

A good rotation requires frequent, quality communication between the Pharmacist-preceptor and their student. In this Preceptor Pearl we will share some advice on facilitating good communication.

### **The Three C's**

It does mean Committed, Competent and Compassionate. In communication it also means clear, concise and complete. When communicating with your student, be clear – make sure they fully understand you and, if appropriate, verify that they do by having them reiterate your message. Be concise – students' lives are hectic and your pharmacy is new to them. Brevity can work to your advantage, especially when coupled with clarity. Be complete – each practice setting is unique and often has its own shorthand way of communicating. Your employees can often “fill in the blanks” but your student may not have that ability. A few extra words can save time, reduce stress and improve satisfaction for both of you.

### **Preceptor-Student Communication**

It's a two-way street. As an experienced pharmacist you won't hesitate to initiate a discussion with your student. Will your student feel they can do the same with you? From the outset, make sure your student knows they can – and should – come to you with questions, concerns or other rotation matters.

More is better. If you notice that you're always the one to start a discussion point it out to your student and encourage them to come to you with their questions. No one is a mind-reader and silence leaves everyone in the dark. More frequent communication is better. If possible, set aside some time each day to “check in” with each other.

Avoid surprises. No one appreciates bad news; everyone likes good news. Give feedback to your student routinely and make them do the same. At the mid-term and final evaluations discuss your evaluation with the student and explain the rationale for your assessment. Whether they are facing challenges or excelling let your student know. (By the way – we most certainly want to know if a student is struggling and we love to hear when they're doing well. Let us know so we can support you appropriately.)