

Delegation And Technician Training Self-Assessment Questions

1. Individuals working on secretarial and clerical functions in the prescription department are known as:
 - A. Pharmacy supportive personnel
 - B. Pharmacy technicians
 - C. Both "a" and "b"
 - D. None of the above

2. Workers performing dispensing functions delegated by pharmacists are known as:
 - A. Pharmacy supportive personnel
 - B. Pharmacy technicians
 - C. Both "a" and "b"
 - D. None of the above

3. Recognition of an individual by a non-governmental organization is known as:
 - A. Accreditation
 - B. Certification
 - C. Licensure
 - D. Registration

4. The process in which a government agency ensures attainment of a minimal standard of competency is:
 - A. Accreditation
 - B. Certification
 - C. Licensure
 - D. Registration

5. Certification of pharmacy technicians is provided by:
 - A. State boards of pharmacy
 - B. State pharmacy associations
 - C. Colleges
 - D. The American Pharmaceutical Association
 - E. The pharmacy technician certification board

6. Providing a pharmacy technician a grounding in theory is an inherent part of:
 - A. Education
 - B. Training
 - C. Orientation
 - D. The hiring process

7. Most pharmacy technicians working today have received their training
 - A. From degree programs
 - B. From freestanding, non-degree programs
 - C. On the job

8. High pharmacy technician turnover is due primarily to:
- A. Lack of status or professional recognition of technicians
 - B. Inadequate training of technicians
 - C. Lack of opportunities for advancement for technicians
 - D. Inadequate interviewing skills on the part of the pharmacist supervisor
 - E. All of the above
9. Which of the following are usually NOT included in job descriptions?
- A. A description of the general function and specific duties for a given position
 - B. Education and training needed to perform a job
 - C. Relationships that the employee has with other individuals inside and outside of the company
 - D. Salary and benefits
 - E. None of the above are usually included in job descriptions
10. Employee benefits are usually described in the:
- A. Personnel handbook
 - B. Policy and procedure manual
 - C. Job description
 - D. Training manual
11. When using a pharmacy technician training manual, trainers should do all of the following EXCEPT:
- A. Read the manual themselves before giving it to a technician trainee
 - B. Supplement the manual with company-specific information
 - C. Allow technicians to proceed through the manual on a self-study basis
 - D. Periodically assess technicians' level of learning
 - E. Use the manual as a home-study program in lieu of on-the-job training
12. References
- A. Usually provide misleading information
 - B. Are seldom worthwhile
 - C. Are not necessary if the interview is done properly
 - D. Should be checked after the interview, for top candidates
 - E. Three of the above are true
13. Orientation programs
- A. Can be reduced or eliminated for new employees who have a lot of experience
 - B. Should be conducted for all new employees for a specified period of time
 - C. Can include reviewing personnel handbooks and policy and procedure manuals
 - D. Both "b" and "c" describe orientation programs
 - E. None of the above describe orientation programs

14. Cross-training programs

- A. Are offered to employees who leave their old jobs for new positions
- B. Should be required for all employees
- C. Can be undermined by incumbent employees who have low job security
- D. Require managers to retrain all employees for additional responsibilities
- E. All of the above

15. On-the-job training

- A. Can temporarily reduce productivity during the training period
- B. Can increase productivity in the long run
- C. Should be considered an investment
- D. Should be required for nearly all new employees regardless of their previous experience
- E. All the above are true regarding on-the-job training

16. When delegating for the first time, it is best to delegate

- A. Tasks that the manager doesn't like to do
- B. Unimportant tasks so that mistakes won't matter
- C. Small tasks so the subordinate gains experience and confidence
- D. The development of policy so the subordinate learns how to manage

17. Delegation requires that managers _____ subordinates

- A. Control
- B. Entrust
- C. Promote
- D. Directly supervise

18. Managers should not delegate responsibility for

- A. Complex tasks
- B. Routine tasks
- C. Projects that require a lot of resources
- D. Policy development

19. The first step in delegating is to

- A. Clarify the expected outcomes
- B. Give the employee a promotion or raise
- C. See if the employee can successfully complete the required training
- D. Provide advice on how to do the job

20. The manager should be able to assure the employee that a task being delegated is

- A. Easy
- B. Important
- C. New
- D. Fun
- E. Rewarding