



# Contents

|  |     |
|--|-----|
| Acknowledgements .....   | v   |
| Preface .....  | ix  |
| Chapter 1: Human Resources in Pharmacy: Why It's Unique, Important, Challenging, and Rewarding.....      | 1   |
| Chapter 2: Organizational Psychology: The Foundation of HR .....   | 19  |
| Chapter 3: Emotional Intelligence in The Workplace .....   | 39  |
| Chapter 4: Building and Nurturing High-Performing Teams.....   | 61  |
| Chapter 5: Understanding Power in Organizations .....  | 77  |
| Chapter 6: Understanding Competence .....  | 97  |
| Chapter 7: Managing Conflict and Negotiating Resolution .....  | 117 |
| Chapter 8: Understanding and Creating Positive Workplace Culture.....                                    | 139 |
| Chapter 9: Diversity, Equity, and Inclusion .....  | 159 |
| Chapter 10: Motivation, Engagement, Feedback, and Coaching.....  | 185 |
| Chapter 11: Strategic Planning and Change Management in HR.....  | 209 |
| Chapter 12: Building a More Resilient Pharmacy Workforce.....  | 227 |
| Application 1: Who Do You Need? Organizational Charts,<br>Job Descriptions and Job Classifications ..... | 255 |
| Application 2: Recruitment.....  | 269 |
| Application 3: Interviewing.....   | 277 |
| Application 4: Hiring and Onboarding .....   | 289 |
| Application 5: Performance Assessments .....   | 301 |
| Application 6: Common Issues in HRM .....  | 311 |
| Application 7: Managing Mental Health in The Workforce .....   | 327 |
| Application 8: Managing the Multigenerational Workforce .....  | 341 |
| Application 9: HRM in Unionized Environments .....   | 353 |
| Application 10: Termination and Dismissal.....   | 365 |