

# Building Influence without a License

How Pharmacy Technicians Lead Through Impact, Communication, and Accountability

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Pharmacy Forward: Advancing Practice for a  
Healthier Tomorrow!

OPA Annual Conference & Trade Show April 9-11, 2026



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

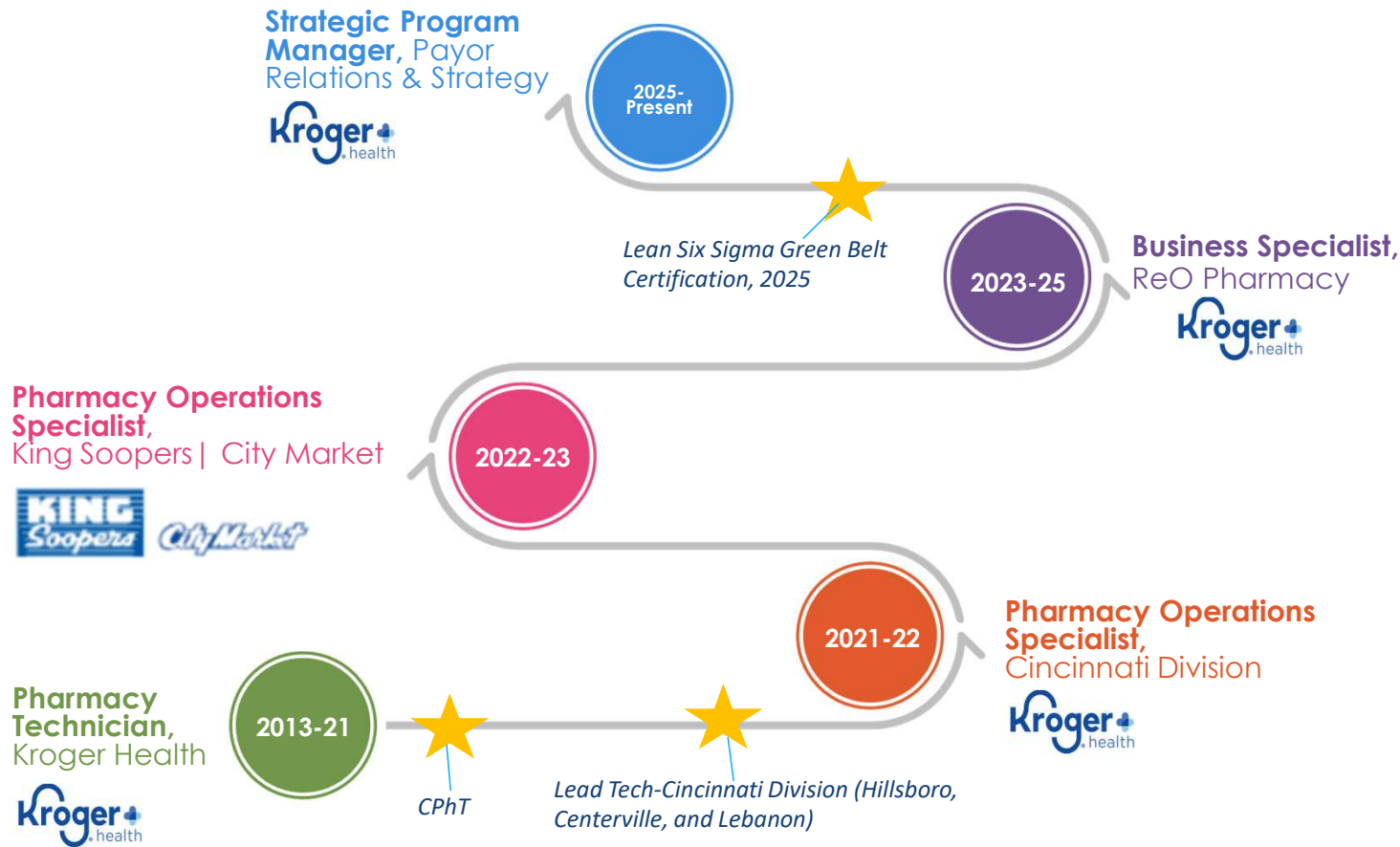


# Loren Ballard



**Current Position:**  
Strategic Program  
Manager

Feed  
Your  
Future

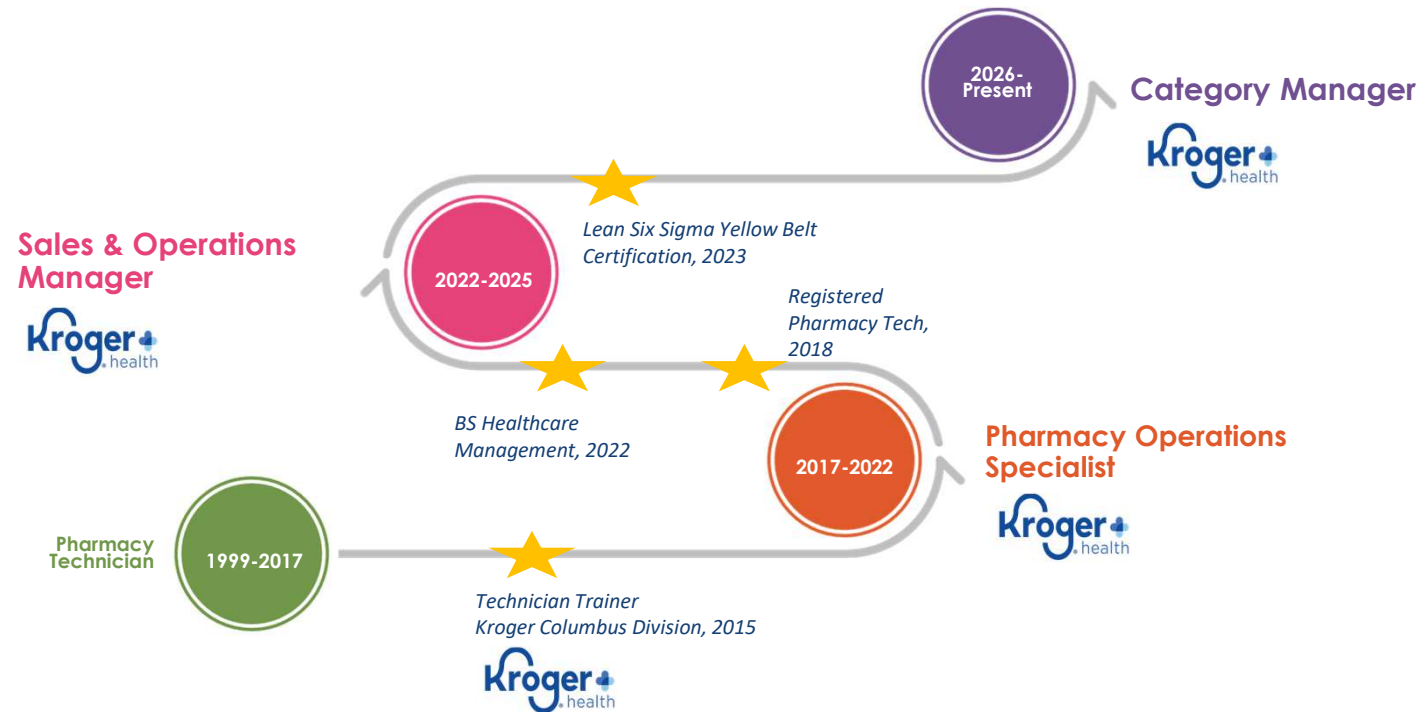


# Heidi Claytor



**Current Position:**  
Category Manager

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## Key Learning Objectives

*At the completion of this activity, the participant will be able to:*



**Describe core leadership concepts and traits** relevant to pharmacy technicians, including influence, professionalism, and accountability



**Explain the role of effective communication** in enabling pharmacy technicians to lead initiatives, mentor peers, and support team-based care



**Recognize opportunities within pharmacy practice** where technicians can positively influence workflow, culture, and patient care

# License, Certification, and Registration: What's the Difference?

*Licensure grants legal authority, certification validates professional competency, and registration grants permission to work*

## License

*Legal authority to practice independently*

- Granted by a **State Board of Pharmacy**
- Required to perform **regulated professional functions**
- Carries **legal accountability**

### Examples of Licensed Authority:

- *Verifying prescriptions*
- *Providing clinical judgment*
- *Counseling patients*
- *Assuming responsibility for pharmacy operations*

## Certification

*Validation of knowledge and competency*

- Awarded by a **national or professional certifying body**
- Confirms standardized **education, training, and assessment**
- Demonstrates readiness for **advanced technical roles**

### Examples:

- *PTCB*
- *NHA*

## Registration

*Permission to work under supervision*

- State listing with the **Board of Pharmacy**
- Allows performance of **technical tasks only**
- Does **not** grant independent authority

### Key Point:

*Registration enables participation -**not professional autonomy***

## What does *influence* mean?

The capacity to affect the nature, progression, or actions of someone or something, as well as the resulting effect.

## Why does *influence matter*?

In a pharmacy setting, “influence” from a technician’s perspective means intentionally contributing to patient safety, operations, and a positive team environment through accuracy, clear communications, and ownership of daily tasks.

This reflects a shift from simply dispensing medications to serving as an active dependable partner in delivering quality patient care.

Examples of <i>Influence</i> in a Pharmacy Setting	
<b>Technician <i>Influence</i> through Patient Safety:</b>	A technician notices a manufacturer-look-alike package mix up on the shelf and flags it before it leads to a filling error.
<b>Technician <i>Influence</i> on a positive team environment:</b>	A technician actively diffuses tension during busy hours "Let's take this one step at a time. We've got this!"
<b>Technician <i>Influence</i> through owning daily tasks:</b>	A technician takes ownership of daily inventory accuracy: Proactively rotates stock, checks short-dates medications, and updates the pharmacist on shortages.

# Where do Techs Add Value?

Pharmacy technicians are the *backbone of the pharmacy*

## Communication

### Clear, Concise, Timely

*Use simple words while being direct and to the point.*

### Active Listening

*Focus on the speaker and what they are saying instead of formulating a response. Do not multitask, give your full attention.*

### Nonverbal Clues

*Body Language, Facial expression and tone are related to understanding and listening.*

### Tailor Your Message

*Adjust your words, tone, and level of detail so your message is clear, reassuring, and meaningful to that specific person*

### Seek Feedback

*Confirm the information made sense, check if they have questions, or ask them to repeat Instructions back.*

## Building Trust & Credibility

Pharmacy Technicians don't counsel patients, but they are the first line of contact. Checking out, answering phones, recognizing when a patient seems confused or overwhelmed. These moments shape how likely someone is to come back for a refill or even **trust** the care they're receiving.

### Technician *Influence* through *Trust & Credibility*:

*A technician accidentally enters the wrong quantity on a refill. As soon as they notice the mistake, they own the error, notify the pharmacist, and correct the issue while putting steps in place to prevent it from happening again.*

*Some of the most impactful work happens in those short exchanges-often without anyone noticing!*

(National Healthcare Associate, 2024)

# Where do Techs Add Value in *Different Settings*?

Emotional Intelligence	
<b>Self-Awareness</b>	<i>The ability to recognize and understand your own emotions, the influence of your past experiences, and how those factors shape the way you feel.</i>
<b>Self-Regulation</b>	<i>The ability to regulate your own emotions-controlling how you react to others and managing your natural impulses.</i>
<b>Motivation:</b>	<i>The ability to grow personally and continuously seek ways to improve oneself.</i>
<b>Empathy:</b>	<i>The capacity to appreciate perspectives that differ from your own</i>
<b>Social Skills</b>	<i>The ability to connect and interact effectively with others by meeting them at their level</i>

## Problem-Solving

Pharmacy technicians are often the first to spot opportunities for **improving workflow**. They may recognize recurring inventory issues, detect bottlenecks in prescription processing, or observe communication gaps between departments.

### **Technician Influence on Problem-Solving:**

A technician notices that refill requests are stacking up while the team is repeatedly interrupted. They check in with the lead pharmacist to confirm priorities, communicate the plan to the team, and take ownership of a specific portion of the refill queue to help stabilize workflow and support timely patient care.

# Leadership Mindset

*Building Resilience through Influence*

"According to a 2023 American Pharmacists Association survey, **nearly 70% of pharmacy professionals report symptoms of burnout.** Techs are especially at risk due to understaffing, high expectations, and lack of recognition."

## Tips for Success

<b>Leadership Mindset:</b>	<ul style="list-style-type: none"><li>• Influence ≠ Authority</li><li>• Influence = Resilience in action</li><li>• Leadership shows up most when conditions aren't ideal</li></ul>
<b>When the “Vibes are Off:”</b>	<ul style="list-style-type: none"><li>• Pause before reacting</li><li>• Focus on what you can control</li><li>• Reset priorities and expectations</li></ul>
<b>Resilience Throughout your Career:</b>	<ul style="list-style-type: none"><li>• Small daily choices protect long-term growth</li><li>• Managing stress is a leadership skill. Spot hidden stressors, learn practical, evidence-based approaches to building a lasting self-care routine.</li><li>• Building resilience means treating mental health as part of professional responsibility, not an afterthought.</li></ul>

## Technician *Influence* on Leadership Mindset:

A technician suggests a new way to organize the pickup queue, but the pharmacist says it won't work as proposed. Instead of shutting down or getting frustrated, the technician asks what specific concerns the pharmacist has, adjusts the idea based on that feedback, and offers a revised plan or small test run that still supports patient safety and better workflow.

(National Pharmacy Technician Association, 2025)

# Leadership Starts with *Intentional Practice*

## Option 1

**Before you leave today, identify:**

- **One leadership behavior** you will apply in your pharmacy practice
- **One individual** you will intentionally support or mentor
- **One situation** where you will choose influence through communication, accountability, or professionalism

*Influence does not require licensure.  
It requires intentional action in daily practice.*

## Option 2

**Based on what we discussed today, what is one specific way you will use your influence differently in your practice?**

Because leadership without a license isn't theoretical - it shows up in real moments, with real people, starting with your next shift.

# References

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# Need More Information?

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