**Question prompt shown on screen**

What is the biggest challenge currently facing pharmacy?

**Feedback**

This candidate did a good job of keeping an active facial expression and positive body language. This was mirrored in the answer content, which touched on relationship development as an important part of the pharmacist’s role. I also liked that the discussion of the problem was supplemented with potential solutions.

It sounds to me like there might be some nerves getting in the way of a smooth delivery here – there are quite a few filler words like “uh” and “um.” This candidate was good at incorporating information from an outside source (a recent article) and suggesting solutions for the challenge. Ideally, this candidate could have grounded the examples in their own experiences and drawn in some shadowing or work observations to strengthen the overall response. There was a good summary to indicate the end of the answer; however, this did end on a questioning note, rather than a certain one. I would recommend that the student provide a more confident summary in response to the question.

My biggest suggestion for this candidate would be to take a deep breath before beginning the answer. If you’re practicing and find yourself using filler words, a deep breath can slow your pace of speech and give you more time to think.