

Reference Number	C-VBM.3
Module Title	Veterinary Business Management: Human Resources
Category and Value	C – 10 credits
Study Hours	100

Introduction

This module provides a route towards attainment of a level of business competency such that veterinarians can maximise the operations of their practices and enhance the quality of service provided to their clients. The module covers four areas: Personality types and motivation, teamwork and team roles, organisational structure and managing conflict and stress.

Candidates will apply veterinary business workplace experience to the review, critical evaluation, development and implementation of current human resource management theory. This includes the importance of employee input in motivation, application of Maslow's hierarchy of needs and the use of different management structures and tools for conflict resolution.

Aims

The aim of the module is to apply practice-based experience and previously acquired knowledge to develop understanding of the implementation of current human resource management theory.

Learning Outcomes

At the end of this module the candidate will be able to:

1. Critically appraise the Maslow's hierarchy of needs and its implications in employee motivation, remuneration and conflict resolution.
2. Critically evaluate the importance teamwork, including recognition of different staff attributes and personalities and team roles in successful workplaces.
3. Critically evaluate the various management structures that may be used in small to medium sized enterprises.
4. Critically appraise organisational culture and decision making in the veterinary workplace context.
5. Review and critically evaluate their business management and generate actionable recommendations.

Module Content

Personality Types and Motivation

Including the importance of recognising and working with different personality types, staff motivation, employee remuneration and reward, and employee appraisal processes.

Teamwork and Decision Making

Including team development, team roles and team development stages.

Organisational structure and culture

Including organisational structure and decision making, employee culture and engagement in the organisation and facilitation of change

Conflict, burnout and Stress

Managing employee workload, burnout, compassion fatigue, stress, bullying and conflict resolution.

Assessment Strategy

Module providers are responsible for deciding on assessment strategies and methods, subject to accreditation by RCVS.