

## Veterinary Business Management: Human Resources

**Credits:** 10 (100 hours)

**Provider:** Veterinary Postgraduate Unit – Institute of Veterinary Science

### Aim of the Module

The aim of the module is to develop practice based experience and previously acquired knowledge involving the understanding 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. Upon completion candidates are expected to demonstrate the capacity for initiative and personal responsibility in dealing with complex and unpredictable situations. Further they are expected to have acquired the independent learning abilities required for continuing professional development.

### Learning Outcomes

At the end of the module candidates will be able to:

1. demonstrate a systematic understanding of the importance of the Hawthorne effect and its role in employee motivation;
2. demonstrate a critical awareness of the Maslow's hierarchy of needs and its implications in employee motivation, remuneration and conflict resolution;
3. demonstrate an ability to critically review the current literature and discuss the various management structures that may be used in small to medium sized enterprises;
4. demonstrate an ability to recognise and address the complexities that human resource management entails;
5. review and critically reflect on their current practices in light of the knowledge gained;
6. demonstrate critical awareness of the ethical, economical and social issues that apply to Veterinary Business Management.

### Module Structure

The module will be divided into 4 study units:

#### **Study Unit 1 Personality Types & Motivation**

This unit will examine the differences in personality types and how this results in differences in perception. It will cover the various theories on motivation and look at how this information can be used to modify behaviour through consequences and rewards.

#### **Study Unit 2 Leadership & Decision Making**

This unit will look at the next tier of human resources and consider the role that leadership plays. It will continue by looking at how decisions are made at an individual and organisational level.

### **Study Unit 3 Organisational Structure**

This unit covers human resources from an organisational perspective, focusing on culture and structure and how these impact implementation of things like change in an organisation.

### **Study Unit 4 Managing Conflict & Stress**

This unit shifts back to an individual level with a detailed look at conflict, stress and what role the human resources manager may play in dealing with these problems.

### **Assessment Strategy**

Discussion questions (ongoing), 2 x essays (2000 words) and 1 x final project/placement report (2000 words)

### **Confidentiality**

A general note on confidentiality: Throughout the business management programme in general, we will at times discuss matters that may be of a confidential nature. All assessments submitted directly for assessment will be dealt with in the strictest confidentiality, however it must be remembered that anything posted on a discussion board is viewable by all members of the module.

Because the emphasis of the programme is on the concepts of business management it is acceptable to use aliases or fictional results (such as altered profit/loss statements) in your submissions. This should remove any remaining confidentiality issues.