Lesson 11.

Control of knowledge, skills and abilities on topics 1-10

1. 1. Management. Definition. The main stages of the development of management theory.

1.2. The basic laws of management

1.3. Principles of management. Management tools. Management functions and methods

2.1. The concept of an organization, the elements of an organization. The basic laws of the organization's management: statics and dynamics.

2.2. Formal and informal structures in the organization

2.3. Types of management structures. Organizational design. Basic conditions of official relations.

3.1. Personnel management: main functions. Principles of personnel management.

3.2. The workforce of the pharmacy organization. Recruitment of employees to work in a pharmacy

3.3. Regulation of labor relations within the organization. Division of labor in a pharmacy organization.

4.1. Labor relations definition. Employment contract definition

4.2. Documents for the conclusion of an employment contract

4.3. Termination of the employment contract (dismissal)

5.1. The essence of communication in business communication.

5.2. The communication process, the main stages .Types of communications

5.3. Forms of business communication: conversations, meetings, business correspondence.

6.1. The meaning, types, and management decisions. Requirements for management decisions

6.2. Types of problematic situations. The scheme and the main stages of the decision-making process.

6.3. Methods of decision-making.

7.1. Document: characteristics, functions. Types of documents. Document details, ways of arranging document details.

7.2. Organizational and administrative documentation.

7.3. Nomenclature of pharmacy affairs.

8.1. Socio-psychological climate . Factors that influence the state of the socio-psychological climate in the team

8.2. The structure of the socio-psychological climate of the team. Problems solved when studying the socio-psychological climate in a team

8.3. Methods for studying the socio-psychological climate in a team

9.1. General concepts about conflict. Elements of conflict

9.2. Formula of conflict. Types of conflicts

9.3 Conflict Management Techniques. Conflict resolution algorithm

10.1. Characteristics of management styles.

10.2. Management grid: caring for people and caring for results.

10.3. Situational leadership theory or life cycle theory.