

# Postgraduate Certificate

## Human Resources Management in Dental Clinics





## Postgraduate Certificate Human Resources Management in Dental Clinics

- » Modality: online
- » Duration: 6 weeks
- » Certificate: TECH Technological University
- » Dedication: 16h/week
- » Schedule: at your own pace
- » Exams: online

Website: [www.techtute.com/us/dentistry/postgraduate-certificate/human-resources-management-dental-clinics](http://www.techtute.com/us/dentistry/postgraduate-certificate/human-resources-management-dental-clinics)

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# 01

# Introduction

The growing number of dental graduates and the increase in the number of dental clinics that have been emerging in recent years has made the clinical-dental sector one of the most competitive markets in existence today. Therefore, it is essential for the dentist's profile to also adopt the role of manager and director of his or her dental clinic, and he or she should focus on learning the knowledge of business management and team management that will guarantee the continuity of his or her own business.



## Participants

- Stefan
- Viktor
- Aliz
- Victoria
- James
- Nathali
- Rosa





#### Chat

15:37:02 Stefan has joined the chat  
15:39:22 Viktor has joined the chat  
15:40:54 Aliz has joined the chat  
15:40:55 Viktor: Hello Everyone  
15:40:57 Victoria has joined the chat  
15:41:08 James has joined the chat  
15:41:09 Victoria: Hi, nice to see everybody  
15:42:15 Nathali has joined the chat  
15:42:23 Rosa has joined the chat  
15:42:32 Stefan: Great we can start now



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*Improve your knowledge in Human Resources Management in Dental Clinics through this program, where you will find the best didactic material with real case studies. Learn here about the latest advances in clinic management and direction in order to be able to manage quality dental centers"*

The Management and Direction of Dental Clinics has aroused growing interest in recent years, especially among professionals who have realized the importance of knowing how to properly manage all the resources they have in their dental clinic, in order to turn it into a business of the future, with a continuity that can only be ensured by applying the appropriate levers of business management.

In this new environment, the focus on the dental clinic as an organizational structure is particularly strong, and all areas of the field of management and leadership must be addressed and mastered: human resources, marketing, quality, time management, planning and strategy, accounting and costs, etc.

This **Postgraduate Certificate in Human Resources Management in Dental Clinics** contains the most complete and up-to-date scientific program on the market. The most important features of the program include:

- ◆ Development of case studies presented by experts in the different specialties related to team management in dental clinics.
- ◆ Its graphic, schematic and eminently practical contents, with which they are conceived, gather scientific and rigorous information on those disciplines that are indispensable for professional practice.
- ◆ New developments in Human Resources Management in Dental Clinics.
- ◆ Interactive learning system based on algorithms for decision making on problem situations.
- ◆ Content that is accessible from any fixed or portable device with an Internet connection.



*Each company must decide where and with whom it is playing, what resources it has and what it intends to gain from it"*

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*This Postgraduate Certificate may be the best investment you can make in the selection of a refresher program for two reasons: in addition to updating your knowledge in Human Resources Management in Dental Clinics, you will obtain a certificate from TECH - Technological University"*

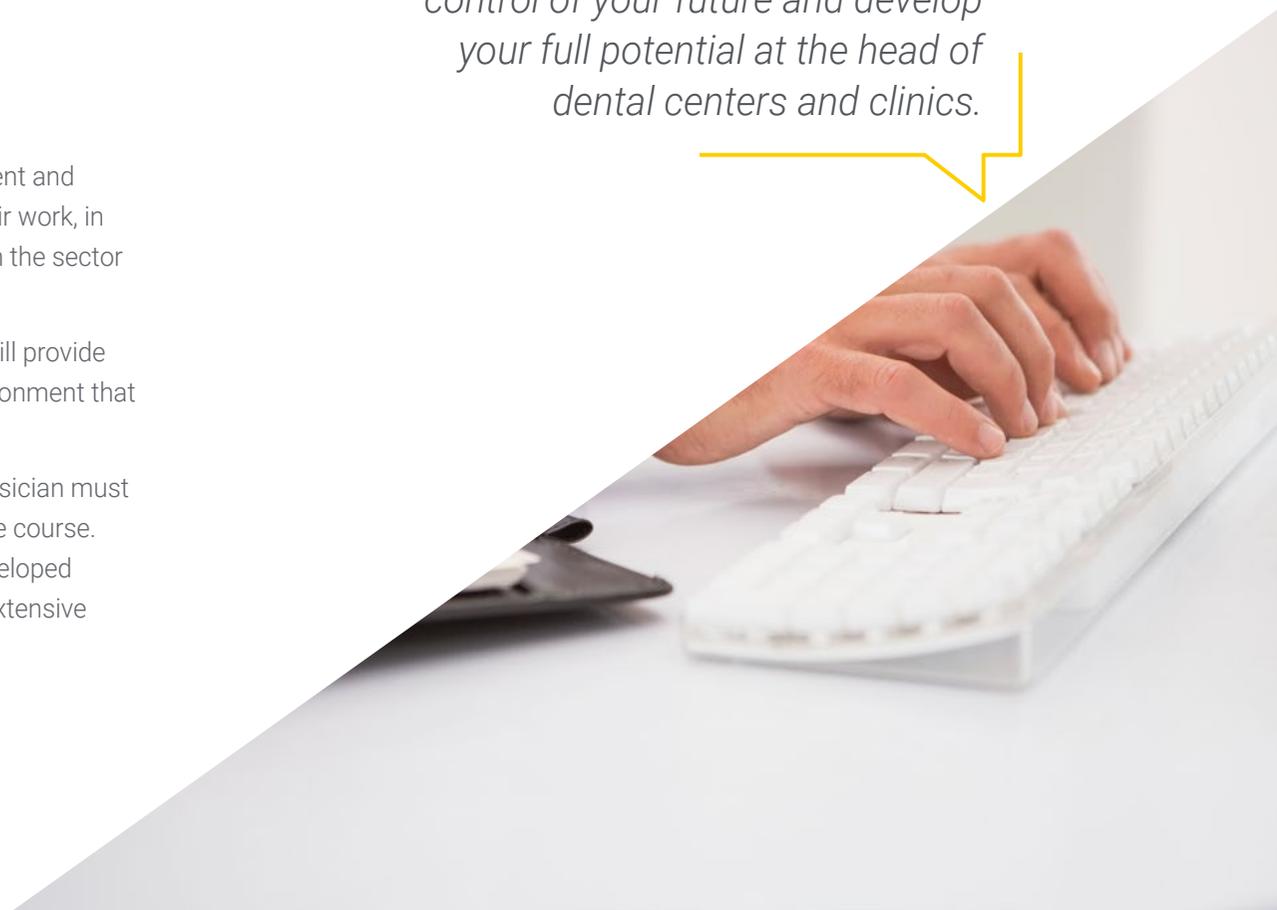
Its teaching staff includes professionals belonging to the field of Management and Direction of Dental Clinics, who pour into this program the experience of their work, in addition to recognized specialists belonging to reference companies, both in the sector and in related sectors.

The multimedia content developed with the latest educational technology will provide the professional with situated and contextual learning, i.e., a simulated environment that will provide an immersive training program to train in real situations.

This program is designed around Problem Based Learning, whereby the physician must try to solve the different professional practice situations that arise during the course. This will be done with the help of an innovative interactive video system developed by recognized experts in the field of Human Resources Management with extensive teaching experience.

*This program offers training in simulated environments, which provides an immersive learning experience designed to train for real-life situations.*

*We offer you the opportunity to take control of your future and develop your full potential at the head of dental centers and clinics.*



# 02

# Objectives

The Postgraduate Certificate in Human Resources Management in Dental Clinics is aimed at promoting your personal and professional growth.





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*The main objective of this program is to promote your personal and professional growth by helping you to achieve success as a dental practice manager”*



## General Objectives

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- Use theoretical, methodological and analytical tools to optimally manage and direct their own clinical-dental businesses, effectively differentiating themselves in a highly competitive environment.
- Incorporate strategy and vision skills to facilitate the identification of new business opportunities.
- Promote the acquisition of personal and professional skills that will encourage students to undertake their own business projects with greater confidence and determination, both in the case of initiating the creation of their clinical-dental business, as well as in the case of innovating in the management and direction model of the clinical-dental business they already have.
- Professionalize the clinical-dental sector, through continuous and specific training in the field of business management and direction.



*Make the most of this opportunity and take the step to get up to date on the latest developments in Human Resources Management in Dental Clinics”*





## Specific Module Objectives

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- ◆ Describe the current situation and future trends of management and direction models of clinical-dental business both nationally and internationally to be able to define objectives and differentiating successful strategies.
- ◆ Become familiar with the terminology and concepts specific to the field of management and business management for their effective application in clinical-dental businesses.
- ◆ Discover and analyze the key points of successful business models of leading dental clinics in order to increase the motivation, inspiration and strategic mindset of future managers.
- ◆ Acquire management skills based on leadership that facilitate effective communication with the team, favoring the creation of a healthy work environment focused on common objectives and the achieving results.
- ◆ Learn the fundamental concepts of human resources management to lead recruitment processes and protect the talent of the team that works at the dental clinic.
- ◆ Learn to assign tasks according to the definition of roles, thus promoting a healthy, balanced and productive work environment.
- ◆ Develop an effective method for team management, decision making and conflict resolution based on the emotional intelligence model and organizational coaching techniques.
- ◆ Reflect on the characteristics of the leader in organizations and enhance managerial skills for successful leadership by applying the latest techniques of coaching and emotional intelligence.
- ◆ Design work procedures focused on a productivity and quality model for the dental clinic, based on the philosophy of continuous improvement.

03

# Course Management

This program includes in its teaching staff health professionals of recognized prestige, who belong to the field of people management and who pour into this program the experience of their work.

In addition, renowned specialists, members of prestigious national and international scientific communities, are involved in designing and preparing the program.



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*Learn about the latest advances in Human Resources Management in Dental Clinics from leading professionals"*

## Management



### D. Gil, Andrés

- ◆ Director-Manager at pilaR Roig Odontología Clinic
- ◆ Co-founder and CEO at MedicalDays
- ◆ Master's Degree in Management and Direction (Michigan State University)
- ◆ Diploma in Dental Management (DenalDoctors Institute)
- ◆ Diploma in Cost Accounting (Valencia Chamber of Commerce)
- ◆ Accounting Course. Centre for Financial Studies
- ◆ Leadership and Team Management Course. César Piqueras
- ◆ Agricultural Engineer Polytechnic University of Valencia



### D. Guillot, Jaime

- ◆ CEO of Hikaru VR Agency
- ◆ Productivity and business strategy consultant for SMEs, StartUps and freelancers.
- ◆ Industrial organization engineer, specializing in production process management (Polytechnic University of Valencia).
- ◆ Master's Degree in Emotional Intelligence (La Florida University)
- ◆ NLP Practitioner (effective communication) by the NLP Institute of London
- ◆ Professional training in coaching and team management (School of Business of Barcelona)
- ◆ Advanced training in entrepreneurship and innovation business models
- ◆ Advanced training in Lean tools for production environments



## Professors

### **Sr. Dolz, Juan Manuel**

- ◆ Degree in Business Administration and Management (University of Valencia)
- ◆ Diploma in Business Sciences (University of Valencia)
- ◆ Degree in Business Administration and Management (University of Valencia)
- ◆ Professional training in Digital Marketing (Internet Startup Camp - UPV)
- ◆ Business digitization consultant
- ◆ High experience in business creation
- ◆ Co-founder and CTO MedicalDays
- ◆ Co-founder and COO Drone Spain
- ◆ Co-founder and COO Hikaru VR Agency

### **Sra. Fortea Paricio, Anna**

- ◆ Law degree from the University of Valencia
- ◆ Neurocoach Professional
- ◆ Founder of the European Leadership Center in Miami, United States
- ◆ Founder of the Center for High Human Performance Anna Fortea in Valencia, Spain
- ◆ Co-founder of Esex
- ◆ President at INA (International Neurocoaching Association).
- ◆ Professor at several Spanish universities, and at UAC and Humboldt University in Miami, United States
- ◆ Psychology at the UOC and Neurosciences at UPenn, University of Pennsylvania, United States
- ◆ CAC Coach Certified by the Center for High Human Performance IESEC

04

# Structure and Content

The structure of the contents has been designed by a team of professionals from the best dental centers, business centers, companies and universities in the national territory, aware of the relevance of current training to be able to manage successful companies, and committed to quality teaching through new educational technologies.



“

*This Postgraduate Certificate in Human Resources Management in Dental Clinics contains the most complete and up-to-date scientific program on the market”*

## Module 1. The Value of Human Capital

### Human Resources in Dental Clinics

- 1.1. Introduction to the Management of Human Resources
- 1.2. Corporate Culture and Work Environment
- 1.3. The Team
  - 1.3.1. The Dental Team
  - 1.3.2. The Auxiliary Team
  - 1.3.3. Administration and Management
- 1.4. Activity: Organization Chart in Our Dental Clinic
  - 1.4.1. Organization Chart of the Clinic: Hierarchy
  - 1.4.2. Description of the Organization Chart's Departments
  - 1.4.3. Description of the Positions at Each Department
  - 1.4.4. Assigning Tasks for Each Position
  - 1.4.5. Department Coordination

### Labor and Human Resources Management

- 1.5. Introduction.
- 1.6. Strategies for Adding Human Capital
  - 1.6.1. Strategies for Selecting Staff
  - 1.6.2. Recruitment Strategy
- 1.7. Remuneration Policies
  - 1.7.1. Fixed Remuneration
  - 1.7.2. Variable Remuneration
- 1.8. Strategy for Retaining Talent
  - 1.8.1. What is Talent Retention?
  - 1.8.2. Advantages of Retaining Talent in a Dental Clinic
  - 1.8.3. Ways of Retain Talent





- 1.9. Strategy for Managing Absences
  - 1.9.1. The Importance of Planning for Managing Absences
  - 1.9.2. Ways of Managing Absences at a Dental Clinic
- 1.10. The Labor Relationship
  - 1.10.1. The Work Contract
  - 1.10.2. Working Hours
- 1.11. Recruitment Modalities
  - 1.11.1. Work Contract Types and Modalities
  - 1.11.2. Substantial Modifications of the Work Contract
  - 1.11.3. Ineffectiveness, Suspension and Termination of the Work Contract
- 1.12. Payroll Management
  - 1.12.1. Consultancy: the Dentist's Intelligent Ally
  - 1.12.2. Social Security Contributions
  - 1.12.3. Withholding of Personal Income Tax
- 1.13. Legal Regulations Case Study Spain
  - 1.13.1. The Social Security System
  - 1.13.2. Social Security Regimes
  - 1.13.3. Registrations and Withdrawals



*A unique, key and decisive experience to boost your professional development"*

05

# Methodology

This training provides you with a different way of learning. Our methodology uses a cyclical learning approach: ***Re-learning***.

This teaching system is used in the most prestigious medical schools in the world, and major publications such as the ***New England Journal of Medicine*** have considered it to be one of the most effective.





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*Discover Re-learning, a system that abandons conventional linear learning, to take you through cyclical teaching systems: a way of learning that has proven to be extremely effective, especially in subjects that require memorization"*

## At TECH we use the Case Method

In a given clinical situation, what would you do? Throughout the program you will be presented with multiple simulated clinical cases based on real patients, where you will have to investigate, establish hypotheses and, finally, resolve the situation. There is an abundance of scientific evidence on the effectiveness of the method. Dentists learn better, faster, and more sustainably over time.

*With TECH you can experience a way of learning that is shaking the foundations of traditional universities around the world.*



According to Dr. Gervas, the clinical case is the annotated presentation of a patient, or group of patients, which becomes a "case", an example or model that illustrates some peculiar clinical component, either because of its teaching potential or because of its uniqueness or rarity. It is essential that the case is based on current professional life, trying to recreate the real conditions in the dentist's professional practice.

“

*Did you know that this method was developed in 1912 at Harvard for law students? The case method consisted of presenting students with real-life, complex situations for them to make decisions and justify their decisions on how to solve them. In 1924, Harvard adopted it as a standard teaching method”*

The effectiveness of the method is justified by four fundamental achievements:

1. Students who follow this method not only grasp concepts, but also develop their mental capacity by means of exercises to evaluate real situations and apply their knowledge.
2. The learning process has a clear focus on practical skills that allow the student to better integrate into the real world.
3. Ideas and concepts are understood more efficiently, given that the example situations are based on real-life.
4. Students like to feel that the effort they put into their studies is worthwhile. This then translates into a greater interest in learning and more time dedicated to working on the course.



## Re-learning Methodology

At TECH we enhance the Harvard case method with the best 100% online teaching methodology available: Re-learning.

Our University is the first in the world to combine the study of clinical cases with a 100% online learning system based on repetition, combining a minimum of 8 different elements in each lesson, which represent a real revolution with respect to simply studying and analyzing cases.



*The student will learn through real cases and by solving complex situations in simulated learning environments. These simulations are developed using state-of-the-art software to facilitate immersive learning.*

At the forefront of world teaching, the Re-learning method has managed to improve the overall satisfaction levels of professionals who complete their studies, with respect to the quality indicators of the best Spanish-speaking online university (Columbia University).

With this methodology we have trained more than 115,000 students with unprecedented success, in all clinical specialties regardless of the surgical load. All this in a highly demanding environment, where the students have a strong socio-economic profile and an average age of 43.5 years.

*Re-learning will allow you to learn with less effort and better performance, involving you more in your training, developing a critical mindset, defending arguments, and contrasting opinions: a direct equation to success.*

In our program, learning is not a linear process, but rather a spiral (we learn, unlearn, forget, and re-learn). Therefore, we combine each of these elements concentrically.

The overall score obtained by our learning system is 8.01, according to the highest international standards.



In this program you will have access to the best educational material, prepared with you in mind:



### Study Material

All teaching material is produced by the specialists who teach the course, specifically for the course, so that the teaching content is really specific and precise.

This content is then adapted in an audiovisual format that will create our way of working online, with the latest techniques that allow us to offer you high quality in all of the material that we provide you with.



### Surgical Techniques and Procedures on Video

We introduce you to the latest techniques, to the latest educational advances, to the forefront of current dental techniques. All this, in first person, with the maximum rigor, explained and detailed for your assimilation and understanding. And best of all, you can watch them as many times as you want.



### Interactive Summaries

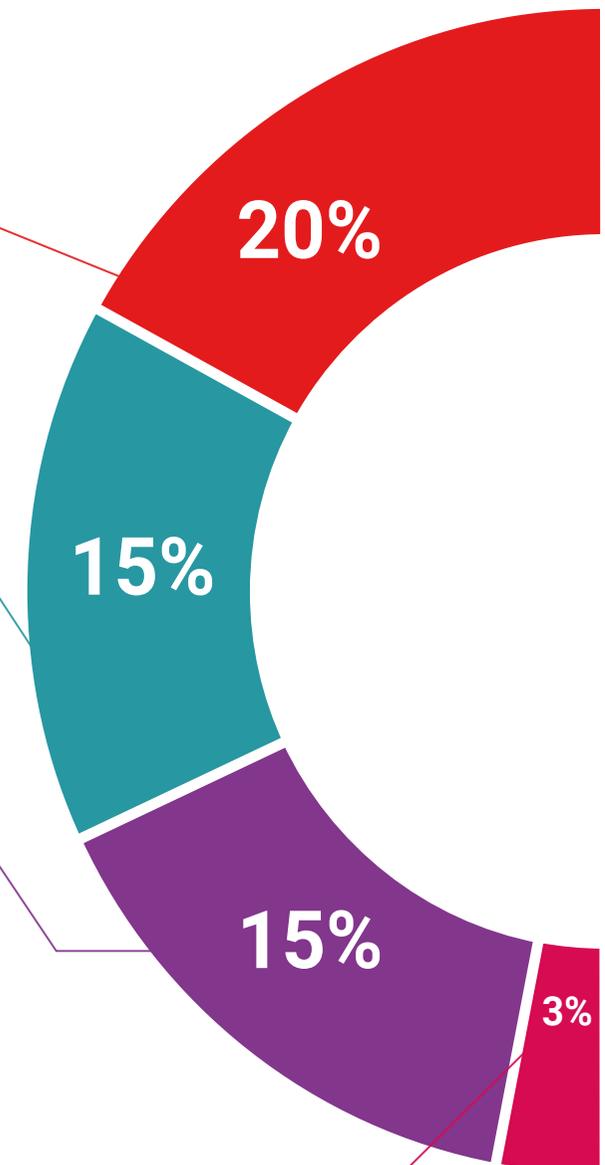
We present the contents attractively and dynamically in multimedia lessons that include audio, videos, images, diagrams, and concept maps in order to reinforce knowledge.

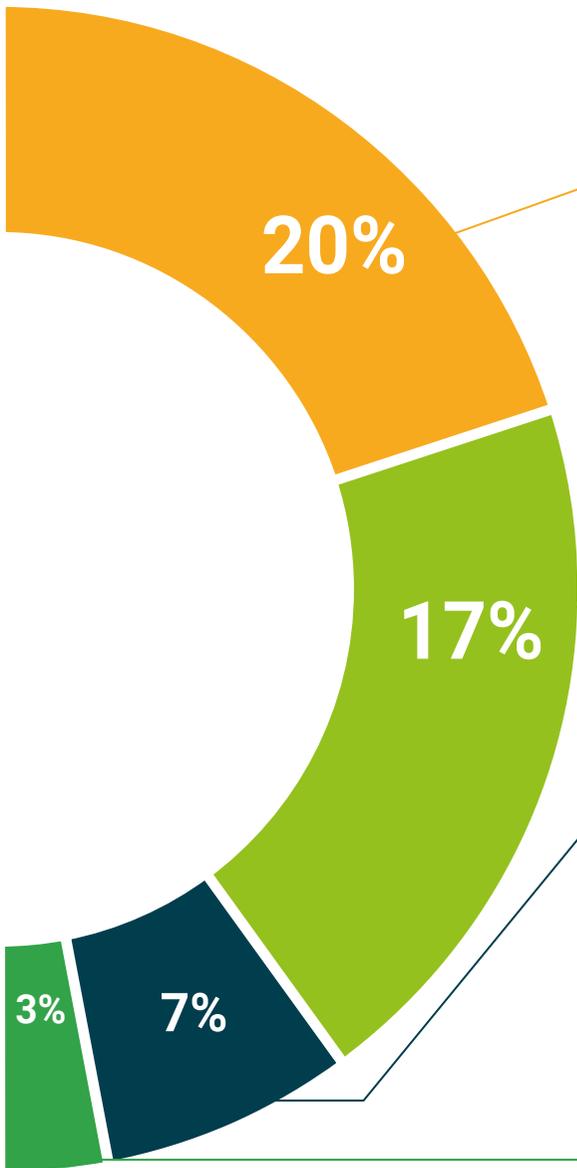
This multimedia content presentation training system was awarded by Microsoft as a "European Success Story".



### Additional Reading

Recent articles, consensus documents, international guides. in our virtual library you will have access to everything you need to complete your training.





**Expert-Led Case Studies and Case Analysis**

Effective learning ought to be contextual. Therefore, we will present you with real case developments in which the expert will guide you through focusing on and solving the different situations: a clear and direct way to achieve the highest degree of understanding.



**Testing & Re-Testing**

We periodically evaluate and re-evaluate your knowledge throughout the program, through assessment and self-assessment activities and exercises: so that you can see how you are achieving your goals.



**Classes**

There is scientific evidence suggesting that observing third-party experts can be useful.

Learning from an expert strengthens knowledge and memory, and generates confidence in our difficult future decisions.



**Quick Action Guides**

We offer you the most relevant contents of the course in the form of worksheets or quick action guides. A synthetic, practical, and effective way to help you progress in your learning.



06

# Certificate

The Postgraduate Certificate in Human Resources Management in Dental Clinics guarantees you, in addition to the most rigorous and up-to-date training, access to a certificate issued by **TECH - Technological University**.



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*Successfully complete this specialization and receive your certificate without travel or laborious paperwork”*

This **Postgraduate Certificate in Human Resources Management in Dental Clinics** contains the most complete and up-to-date scientific program on the market.

After the student has passed the evaluations, they will receive their corresponding certificate issued by TECH - Technological University via tracked delivery.

The diploma issued by TECH - Technological University will express the qualification obtained in the Postgraduate Certificate, and meets the requirements commonly demanded by labor exchanges, competitive examinations and professional career evaluation committees.

Title: **Postgraduate Certificate in Human Resources Management in Dental Clinics**

ECTS: **7**

Official Number of Hours: **175**



\*Apostille Convention. In the event that the student wishes to have their paper diploma Apostilled, TECH EDUCATION will make the necessary arrangements to obtain it at an additional cost of €140 plus shipping costs of the Apostilled diploma.

future

health confidence people

education information tutors

guarantee accreditation teaching

institutions technology learning

community commitment

**tech** technological  
university

personalized service innovation

knowledge present

Postgraduate Certificate  
Human Resources Management  
in Dental Clinics

development languages

virtual classroom

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