

# Postgraduate Diploma Human Resources Management in Veterinary Centers





## Postgraduate Diploma Human Resources Management in Veterinary Centers

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

Website: [www.techtitute.com/us/school-of-business/postgraduate-diploma/postgraduate-diploma-human-resources-management-veterinary-centers](http://www.techtitute.com/us/school-of-business/postgraduate-diploma/postgraduate-diploma-human-resources-management-veterinary-centers)

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# 01 Welcome

Human resources management is key to the success of any business project. In veterinary centers, due to the special relationship that the professional must establish with the client, this role is a determining factor in the success or failure of the business. This program has been created to help experts in the sector gain knowledge of the specific aspects that HR management in veterinary clinics requires, so it focuses on important aspects such as leadership skills, control of human capital or production processes in this area. Undoubtedly, it is an essential program in ensuring that managers are able to carry out strategic management of their company.



Postgraduate Diploma in Human Resources Management in Veterinary Centers.  
TECH Technological University



“

*Human resources management in the field of veterinary medicine, in an intensive and efficient Postgraduate Diploma of high professional standards"*

02

# Why Study at TECH?

TECH is the world's largest 100% online business school. It is an elite business school, with a model based on the highest academic standards. A world-class centre for intensive managerial skills training.



“

*TECH is a university at the forefront of technology, and puts all its resources at the student's disposal to help them achieve entrepreneurial success"*

## At TECH Technological University



### Innovation

The university offers an online learning model that combines the latest educational technology with the most rigorous teaching methods. A unique method with the highest international recognition that will provide students with the keys to develop in a rapidly-evolving world, where innovation must be every entrepreneur's focus.

"Microsoft Europe Success Story", for integrating the innovative, interactive multi-video system.



### The Highest Standards

Admissions criteria at TECH are not economic. Students don't need to make a large investment to study at this university. However, in order to obtain a qualification from TECH, the student's intelligence and ability will be tested to their limits. The institution's academic standards are exceptionally high...

**95%** | of TECH students successfully complete their studies



### Networking

Professionals from countries all over the world attend TECH, allowing students to establish a large network of contacts that may prove useful to them in the future.

**100,000+**  
executives trained each year

**200+**  
different nationalities



### Empowerment

Students will grow hand in hand with the best companies and highly regarded and influential professionals. TECH has developed strategic partnerships and a valuable network of contacts with major economic players in 7 continents.

**500+** | collaborative agreements with leading companies



### Talent

This program is a unique initiative to allow students to showcase their talent in the business world. An opportunity that will allow them to voice their concerns and share their business vision.

After completing this program, TECH helps students show the world their talent.



### Multicultural Context

While studying at TECH, students will enjoy a unique experience. Study in a multicultural context. In a program with a global vision, through which students can learn about the operating methods in different parts of the world, and gather the latest information that best adapts to their business idea.

TECH students represent more than 200 different nationalities.





TECH strives for excellence and, to this end, boasts a series of characteristics that make this university unique:



### Analysis

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TECH explores the student's critical side, their ability to question things, their problem-solving skills, as well as their interpersonal skills.



### Academic Excellence

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TECH offers students the best online learning methodology. The university combines the Relearning method (a postgraduate learning methodology with the highest international rating) with the Case Study. A complex balance between tradition and state-of-the-art, within the context of the most demanding academic itinerary.



### Economy of Scale

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TECH is the world's largest online university. It currently boasts a portfolio of more than 10,000 university postgraduate programs. And in today's new economy, **volume + technology = a groundbreaking price**. This way, TECH ensures that studying is not as expensive for students as it would be at another university.



### Learn with the best

---

In the classroom, TECH's teaching staff discuss how they have achieved success in their companies, working in a real, lively, and dynamic context. Teachers who are fully committed to offering a quality specialization that will allow students to advance in their career and stand out in the business world.

Teachers representing 20 different nationalities.



*At TECH, you will have access to the most rigorous and up-to-date case studies in the academic community"*

03

# Why Our Program?

Studying this TECH program means increasing the chances of achieving professional success in senior business management.

It is a challenge that demands effort and dedication, but it opens the door to a promising future. Students will learn from the best teaching staff and with the most flexible and innovative educational methodology.



“

*We have highly qualified teachers and the most complete syllabus on the market, which allows us to offer you training of the highest academic level"*

This program will provide students with a multitude of professional and personal advantages, particularly the following:

**01**

### A significant career boost

---

By studying at TECH, students will be able to take control of their future and develop their full potential. By completing this program, students will acquire the skills required to make a positive change in their career in a short period of time.

*70% of participants achieve positive career development in less than 2 years.*

**02**

### Develop a strategic and global vision of companies

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TECH offers an in-depth overview of general management to understand how each decision affects each of the company's different functional areas.

*Our global vision of companies will improve your strategic vision.*

**03**

### Consolidate the student's senior management skills

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Studying at TECH means opening the doors to a wide range of professional opportunities for students to position themselves as senior executives, with a broad vision of the international environment.

*You will work on more than 100 real senior management cases.*

**04**

### Take on new responsibilities

---

The program will cover the latest trends, advances and strategies, so that students can carry out their professional work in a changing environment.

*45% of graduates are promoted internally.*

05

### Access to a powerful network of contacts

TECH connects its students to maximize opportunities. Students with the same concerns and desire to grow. Therefore, partnerships, customers or suppliers can be shared.

*You will find a network of contacts that will be instrumental for professional development.*

06

### Thoroughly develop business projects

Students will acquire a deep strategic vision that will help them develop their own project, taking into account the different areas in companies.

*20% of our students develop their own business idea.*

07

### Improve soft skills and management skills

TECH helps students apply and develop the knowledge they have acquired, while improving their interpersonal skills in order to become leaders who make a difference.

*Improve your communication and leadership skills and enhance your career.*

08

### Be part of an exclusive community

Students will be part of a community of elite executives, large companies, renowned institutions, and qualified professors from the most prestigious universities in the world: the TECH Technological University community.

*We give you the opportunity to train with a team of world renowned teachers.*

# 04 Objectives

Thanks to this program, students will be able to meet their learning objectives in Human Resources Management in Veterinary Centers, through high-quality training that will allow them to learn in a realistic way, following the highest quality standards of the current educational panorama. Therefore, at the end of their studies, they will be able to direct and manage the labor relations of their veterinary clinic, applying the most current techniques and methodologies in this field.



“

*An intensive course in which you will learn to choose, encourage and motivate the staff of veterinary centers in the different situations that arise in the profession"*

TECH makes the goals of their students their own goals too.  
Working together to achieve them.

The Postgraduate Diploma in Human Resources Management in Veterinary Centers qualifies students to:

01

Establish the organization chart of a work center

04

Recognize and reward the most talented and valuable employees for the company

02

Master the building and cohesion of high-performance professional teams

05

Identify and analyze internal conflicts in a veterinary center

03

Develop incentive programs for the company's employees

06

Lead professional teams to help them find solutions to their internal conflicts



07

Analyze the different production processes of veterinary centers

10

Present the Lean Management Model applied to a veterinary center

08

Identify and evaluate bottlenecks in the production processes

11

Compile the advantages and utilities of the Lean Management Model

09

Delve into the knowledge of the business models of a veterinary center

12

Propose a methodology for the implementation of the Lean Management Model

05

# Structure and Content

The Postgraduate Diploma in Human Resources Management in Veterinary Centers has been created to help business professionals in this field acquire the knowledge and skills they need. We offer theoretical and practical learning, as well as a stimulating and efficient work environment in which students can move at their own pace, using a highly intuitive educational platform and a fully online study format without fixed schedules.



“

*Turn knowledge into real skills and start working as a human resources expert”*

## Syllabus

This program has been created to enable students to acquire the necessary knowledge in this area in an intensive and efficient manner. An opportunity to improve their skills, with the convenience of the most effective online method in the teaching market. TECH provides students with the opportunity to incorporate knowledge in this area into their daily practice. In addition, with this Postgraduate Diploma, they will have the access to a way of working that is designed to be fully compatible with their professional or personal life.

Throughout this program, the student will study through individual work, achieving the necessary training to assume positions of responsibility in a veterinary clinic, with the effectiveness and efficiency of an experienced professional. Therefore, the content of this program is designed to promote the development of skills that enable more rigorous decision making in uncertain environments.

At the end of this training, the student will have acquired the precise skills with which to properly manage the human resources department of their veterinary center, achieving a higher performance and, above all, selecting the best team to successfully carry out all the duties in the center. A program that will mark a before and after in your learning and that will open the doors to a constantly growing labor market.

This Postgraduate Diploma takes place over 6 months and is distributed into 3 modules:

### Module 1

Human Resources Management in Veterinary Centers

### Module 2

Leadership and Management Skills Applied in Veterinary Centers

### Module 3

Production Processes in Veterinary Centers



### Where, When and How is it Taught?

TECH offers the possibility of developing this Postgraduate Diploma in Human Resources Management in Veterinary Centers completely online. Over the course of 6 months, you will be able to access all the contents of this program at any time, allowing you to self-manage your study time.

*A unique, key, and decisive educational experience to boost your professional development and make the definitive leap.*

**Module 1. Human Resources Management in Veterinary Centers**

**1.1. Strategic Planning of the Staffing of a Veterinary Center I**

- 1.1.1. Dimension of the Team
- 1.1.2. Competencies and Talent
- 1.1.3. Functions, Responsibility and Tasks

**1.2. Strategic Planning of the Staffing of a Veterinary Center II**

- 1.2.1. Analysis and Description of Job Objectives
- 1.2.2. Job Analysis and Description
- 1.2.3. Organization Chart

**1.3. Selection Process in a Veterinary Center I**

- 1.3.1. Profiles
- 1.3.2. Design of the Job Offer
- 1.3.3. Reception and Selection of CVs

**1.4. Selection Process in a Veterinary Center II**

- 1.4.1. Curriculum Reading: Detection of Competencies, References, etc.
- 1.4.2. Sample Job Interview, Key Questions
- 1.4.3. Communication with Candidates

**1.5. Recruiting and Hiring Employees in a Veterinary Center**

- 1.5.1. Recruitment, Professional Categories
- 1.5.2. Payroll
- 1.5.3. Welcoming Process

**1.6. Training of a Veterinary Center's Team**

- 1.6.1. Objectives of Training
- 1.6.2. Internal and External Training
- 1.6.3. Assessment and Economical Aspects of Training
  - 1.6.3.1. Career Plans

**1.7. Internal Communication in a Veterinary Center**

- 1.7.1. Effective Communication
- 1.7.2. Internal Communication Tools
- 1.7.3. Effective Meetings

**1.8. Performance Evaluation of the Employees of a Veterinary Center**

- 1.8.1. Important Concepts
- 1.8.2. Establishing Indicators
- 1.8.3. Assessment Models
- 1.8.4. Implementation
- 1.8.5. Relationship with Incentives

**1.9. Retention of Valuable Collaborators in Veterinary Centers**

- 1.9.1. Satisfaction at Work
- 1.9.2. Motivation
- 1.9.3. Recognition and Rewards
- 1.9.4. Promotions

**1.10. Remuneration of Employees in Veterinary Centers**

- 1.10.1. Salaries by Categories
- 1.10.2. Fixed and Variable
- 1.10.3. Criteria for the Establishing Incentives
- 1.10.4. Types of Incentives: Economical and Non-Economical
- 1.10.5. Emotional Salary

**Module 2. Leadership and Management Skills Applied in Veterinary Centers**
**2.1. Essential Managerial Skills for a Veterinary Center Manager and/or Owner**

- 2.1.1. Management
- 2.1.2. Decision Making
- 2.1.3. Resolution Capacity
- 2.1.4. Flexibility
- 2.1.5. Self-Knowledge
- 2.1.6. Assertiveness
- 2.1.7. Communication
- 2.1.8. Emotional Intelligence

**2.2. Leadership Applied to Veterinary Centers**

- 2.2.1. Leader Characteristics
- 2.2.2. Benefits of Leadership
- 2.2.3. Leader Exercises
- 2.2.4. Delegation
  - 2.2.4.1. Delegation Strategy
  - 2.2.4.2. Chore Choosing
  - 2.2.4.3. Enabling Process
- 2.2.5. Motivational Interviews with Employees
  - 2.2.5.1. GROW/MAP Method

**2.3. Negotiation for the Veterinary Center Manager**

- 2.3.1. Skills of the Negotiator
- 2.3.2. Types and Styles of Negotiation
- 2.3.3. Stages of Negotiation
  - 2.3.3.1. Preparation
  - 2.3.3.2. Discussion and Argument
  - 2.3.3.3. Proposal
  - 2.3.3.4. Exchange Process
  - 2.3.3.5. Closure
  - 2.3.3.6. Monitoring
- 2.3.4. Negotiation Tactics and Techniques
- 2.3.5. Strategies

**2.4. The Time Management of a Veterinary Center Manager**

- 2.4.1. Slow Down, Reflect, Analyze, and Decide
- 2.4.2. Inside Knowledge
- 2.4.3. How to Prioritize
- 2.4.4. Act
- 2.4.5. Planning and Organizing
- 2.4.6. Time Thieves

**2.5. How to Build Trust in the Employees of a Veterinary Center**

- 2.5.1. Self-Confidence
- 2.5.2. Trust in Others
- 2.5.3. Constructive Self-Criticism
- 2.5.4. Respect and Responsibility
- 2.5.5. Honesty
- 2.5.6. Trial/Error

**2.6. Productivity Management for Veterinary Center Managers**

- 2.6.1. Productivity Thieves
- 2.6.2. Getting Things Done® (GTD) Method
  - 2.6.2.1. Fundamentals
  - 2.6.2.2. Collect or Capture
  - 2.6.2.3. Process or Clear
  - 2.6.2.4. Organize
  - 2.6.2.5. Revise
  - 2.6.2.6. Do

**2.7. High-Performance Professional Teams in Veterinary Centers**

- 2.7.1. Work Groups
- 2.7.2. Characteristics of Professional Teams
- 2.7.3. Benefits of High-Performance Professional Teams
- 2.7.4. Practical Examples

**2.8. Identification and Resolution of Internal Conflicts in Veterinary Centers**

- 2.8.1. The Method of the Five Dysfunctions of Professional Teams
  - 2.8.1.1. Lack of Trust
  - 2.8.1.2. Fear of Conflict
  - 2.8.1.3. Lack of Commitment
  - 2.8.1.4. Avoidance of Liability
  - 2.8.1.5. Disinterest of the Results
- 2.8.2. Causes of Failure in Professional Teams

**2.9. Prevention of Internal Toxicity in Veterinary Centers**

- 2.9.1. Organizational Health
- 2.9.2. Preventive Measures
  - 2.9.2.1. Creating a Cohesive Leadership Team
  - 2.9.2.2. Creating Clarity within the Organization
  - 2.9.2.3. Overcommunicating Clarity
  - 2.9.2.4. Reinforce Clarity

**2.10. Change Management in Veterinary Center Management**

- 2.10.1. Belief Audit
- 2.10.2. Character Development
- 2.10.3. Actions of Change

**Module 3. Production Processes in Veterinary Centers**

**3.1. Introduction to Productive Processes in Veterinary Centers**

- 3.1.1. Business Process Concept
- 3.1.2. Introduction to Business Processes
- 3.1.3. Graphic Representation of the Processes
- 3.1.4. Normalization of Processes
- 3.1.5. Practical Examples of Processes in Veterinary Centers

**3.2. Analysis of the Production Processes in Veterinary Centers**

- 3.2.1. Management Process System
- 3.2.2. Measurement, Analysis and Improvement of Business Processes
- 3.2.3. Characteristics of a Well-Directed and Managed Process

**3.3. Business Productivity in the Veterinary Health Centers Sector**

- 3.3.1. Focus on Key Objectives
- 3.3.2. Added Value Generated for the Client
- 3.3.3. Analysis of the Value Added by the Processes
- 3.3.4. Competitiveness
- 3.3.5. Productivity Loss and Improvement Analysis

**3.4. Business Management Models Applied to the Veterinary Health Center Sector**

- 3.4.1. Traditional Mass Management
- 3.4.2. Management Based on the Lean Model
- 3.4.3. Management Based on an Improved Traditional Model

**3.5. Introduction to the Lean Management Model Applied to Veterinary Centers**

- 3.5.1. Basic Principles and Characteristics
- 3.5.2. Flow of Activities
- 3.5.3. Pulling System
- 3.5.4. Flow-Pull
- 3.5.5. Continuing Improvement

**3.6. Waste in a Production Model Applied to Veterinary Centers**

- 3.6.1. Waste, Waste or Mute
- 3.6.2. Types of Waste
- 3.6.3. Causes of waste
- 3.6.4. Elimination of waste

**3.7. Implementation of the Lean Management Model in Veterinary Centers I**

- 3.7.1. Process Conditioning
- 3.7.2. Balanced and Flexible Pull Flow
- 3.7.3. Transition from a Traditional Model to Lean Implementation
- 3.7.4. First Stage: Establishment of Regular and Uninterrupted Flow

**3.8. Implementation of the Lean Management Model in Veterinary Centers II**

- 3.8.1. Second Stage: Consolidating the Flow, Eliminating Waste, Ensuring Quality and Standardizing Operations
- 3.8.2. Third Stage: Establishment of Pull Flow
- 3.8.3. Fourth Stage: Flexibility in Production Rate

**3.9. Implementation of the Lean Management Model in Veterinary Centers III**

- 3.9.1. Fifth Stage: Flexibility in the Type of Product
- 3.9.2. Sixth Stage: Complete Implementation of Balanced, Leveled and Multiproduct Pull Flow
- 3.9.3. Seventh Stage: Simple Management and Control

**3.10. Tools for Lean Implementation Applied to Veterinary Centers**

- 3.10.1. Value Stream Map
- 3.10.2. A3: Analysis of New Approaches or Problems to Be Solved





# 06

# Methodology

This academic program offers students a different way of learning. Our methodology uses a cyclical learning approach: **Relearning**.

This teaching system is used, for example, 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.





“

*Discover Relearning, 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"*

## TECH Business School uses the Case Study to contextualize all content

Our program offers a revolutionary approach to developing skills and knowledge. Our goal is to strengthen skills in a changing, competitive, and highly demanding environment.

“*At TECH, you will experience a learning methodology that is shaking the foundations of traditional universities around the world*”



*This program prepares you to face business challenges in uncertain environments and achieve business success.*



*Our program prepares you to face new challenges in uncertain environments and achieve success in your career.*

### A learning method that is different and innovative

This TECH program is an intensive educational program, created from scratch to present executives with challenges and business decisions at the highest level, whether at the national or international level. This methodology promotes personal and professional growth, representing a significant step towards success. The case method, a technique that lays the foundation for this content, ensures that the most current economic, social and business reality is taken into account.

**“** *You will learn, through collaborative activities and real cases, how to solve complex situations in real business environments”*

The case method has been the most widely used learning system among the world's leading business schools for as long as they have existed. The case method was developed in 1912 so that law students would not only learn the law based on theoretical content. It consisted of presenting students with real-life, complex situations for them to make informed decisions and value judgments on how to resolve them. In 1924, Harvard adopted it as a standard teaching method.

What should a professional do in a given situation? This is the question we face in the case method, an action-oriented learning method. Throughout the program, the studies will be presented with multiple real cases. They must integrate all their knowledge, research, argue and defend their ideas and decisions.

## Relearning Methodology

TECH effectively combines the Case Study methodology with a 100% online learning system based on repetition, which combines different teaching elements in each lesson.

We enhance the Case Study with the best 100% online teaching method: Relearning.

*Our online system will allow you to organize your time and learning pace, adapting it to your schedule. You will be able to access the contents from any device with an internet connection.*

At TECH you will learn using a cutting-edge methodology designed to train the executives of the future. This method, at the forefront of international teaching, is called Relearning.

Our online business school is the only one in the world licensed to incorporate this successful method. In 2019, we managed to improve our students' overall satisfaction levels (teaching quality, quality of materials, course structure, objectives...) based on the best online university indicators.



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

With this methodology we have trained more than 650,000 university graduates with unprecedented success in fields as diverse as biochemistry, genetics, surgery, international law, management skills, sports science, philosophy, law, engineering, journalism, history, markets, and financial instruments. All this in a highly demanding environment, where the students have a strong socio-economic profile and an average age of 43.5 years.

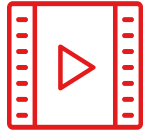
*Relearning will allow you to learn with less effort and better performance, involving you more in your specialization, developing a critical mindset, defending arguments, and contrasting opinions: a direct equation to success.*

From the latest scientific evidence in the field of neuroscience, not only do we know how to organize information, ideas, images and memories, but we know that the place and context where we have learned something is fundamental for us to be able to remember it and store it in the hippocampus, to retain it in our long-term memory.

In this way, and in what is called neurocognitive context-dependent e-learning, the different elements in our program are connected to the context where the individual carries out their professional activity.



This program offers the best educational material, prepared with professionals 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 highly specific and precise.

These contents are then applied to the audiovisual format, to create the TECH online working method. All this, with the latest techniques that offer high quality pieces in each and every one of the materials that are made available to the student.



### 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 future difficult decisions.



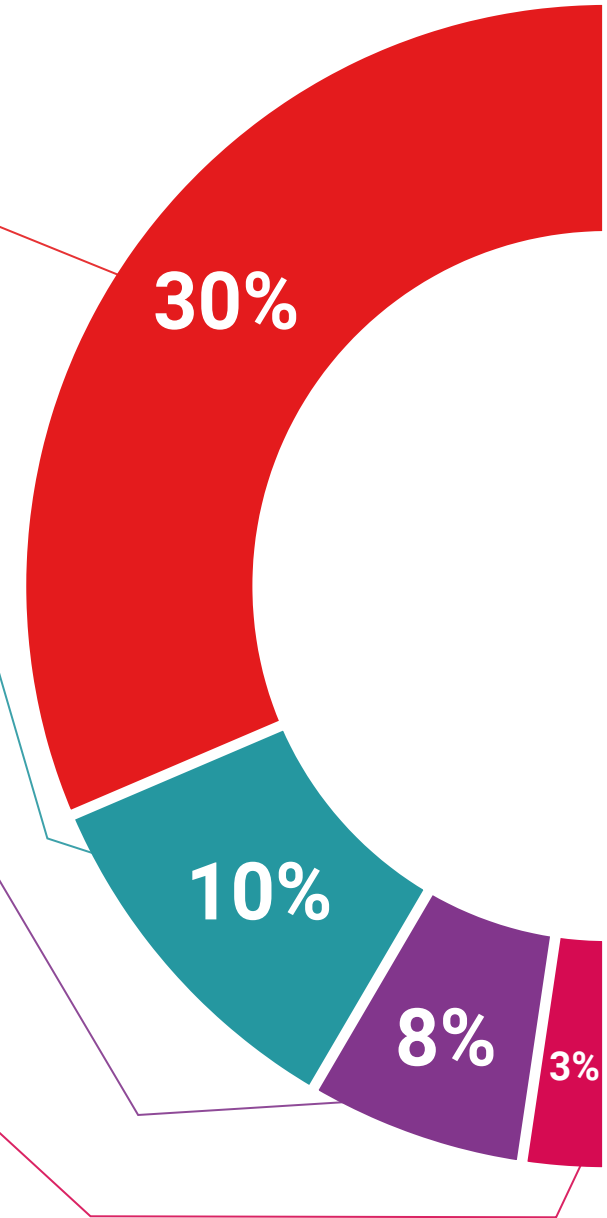
### Management Skills Exercises

They will carry out activities to develop specific executive competencies in each thematic area. Practices and dynamics to acquire and develop the skills and abilities that a high-level manager needs to develop in the context of the globalization we live in.



### Additional Reading

Recent articles, consensus documents and international guidelines, among others. In TECH's virtual library, students will have access to everything they need to complete their course.







### Case Studies

Students will complete a selection of the best case studies chosen specifically for this program. Cases that are presented, analyzed, and supervised by the best senior management specialists in the world.



### Interactive Summaries

The TECH team presents the contents attractively and dynamically in multimedia lessons that include audio, videos, images, diagrams, and concept maps in order to reinforce knowledge.

This exclusive educational system for presenting multimedia content was awarded by Microsoft as a "European Success Story".



### Testing & Retesting

We periodically evaluate and re-evaluate students' knowledge throughout the program, through assessment and self-assessment activities and exercises, so that they can see how they are achieving their goals.



07

# Our Students' Profiles

This program aimed at professionals from the field of Veterinary Center Management or people interested in working in the management of human resources in these centers. It is available to both recent graduates and students who already have years of experience, but who wish to update their knowledge of the new techniques and procedures used in this field, which will allow them to create the most competitive work teams.





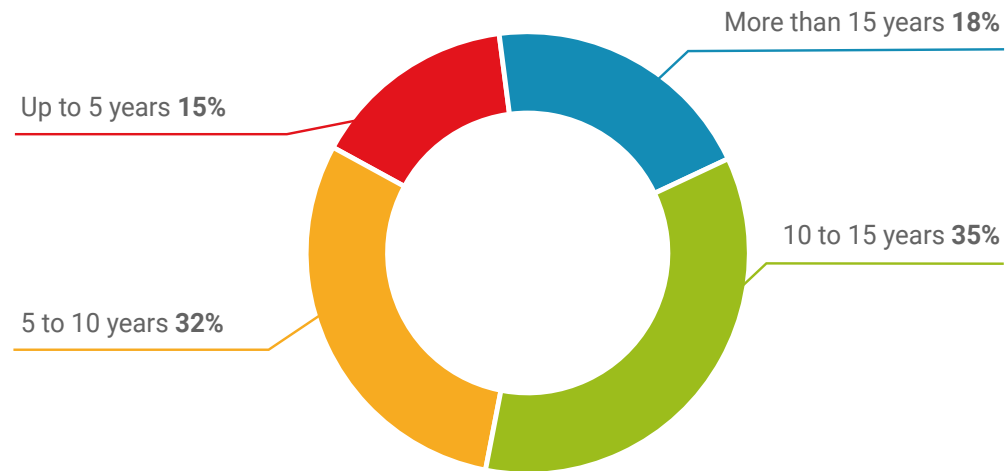
“

*Acquire the professional skills of a human resources specialist with this Postgraduate Diploma designed specifically for you"*

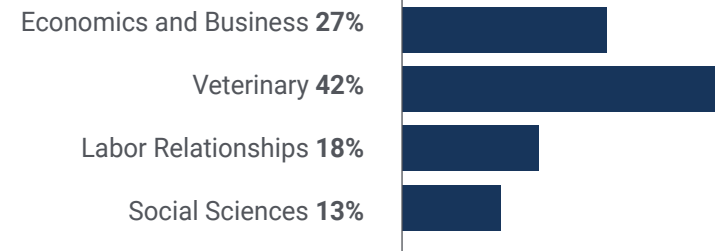
### Average Age

Between **35** and **45** years old

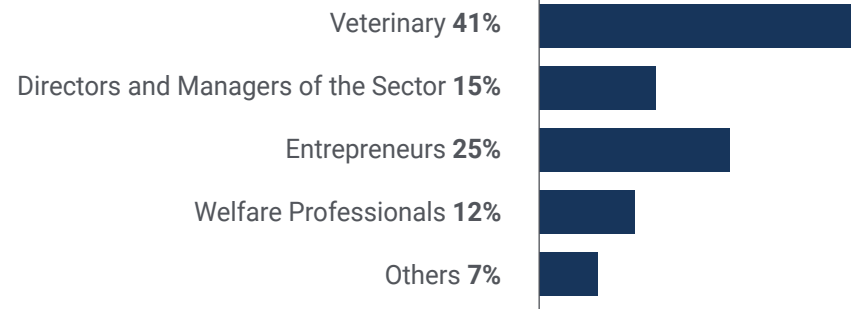
### Years of Experience



### Training

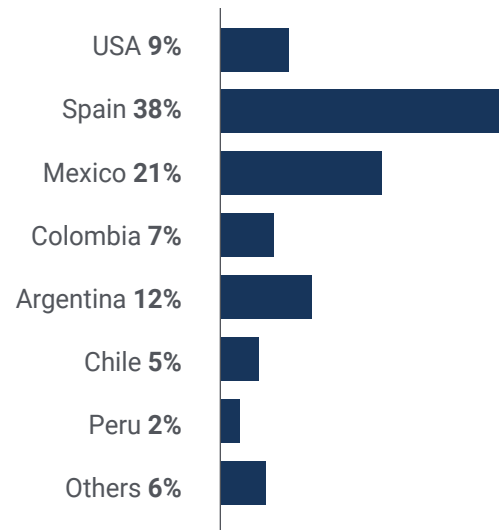


### Academic Profile



## Geographical Distribution

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## Amelia López

Director of a Veterinary Center

*"This veterinary course has been a very enriching academic experience, as it has given me a new vision of work, as well as informing me of the latest tools and techniques used in the sector. It was just what I needed"*

08

# Course Management

In our university we have professionals specialized in each area of knowledge, who contribute their work experience to our programs. A multidisciplinary team with recognized prestige that has come together to offer you all their knowledge in this area.



“

*Our expert teaching team in Human Resources Management in Veterinary Centers will help you achieve success in your profession"*

## Management



### Mr. Barreneche Martínez, Enrique

- ◆ Director of the consulting firm VetsPower.com, a business consulting firm dedicated exclusively to veterinary health centers for pets
- ◆ Graduated in Veterinary Medicine from the Complutense University of Madrid in 1990
- ◆ Vice-president of the provincial employers' association of the veterinary sector of Alicante, AEVA, and treasurer of the Confederation of Employers of the Veterinary Sector of Spain (CEVE)
- ◆ Co-founder of AVEPA's Management and Administration Working Group (GGA), of which he was chairman between 2011 and 2013
- ◆ Business experience: Founder and owner of the Amic Veterinary Center in Alicante from 1991 to 2018, transferred to focus exclusively on business management within the sector of veterinary health centers for pets
- ◆ Author of the books on business management in veterinary centers "¿Quién se ha llevado mi centro veterinario?" (2009) and "¡Ya encontré mi centro veterinario!" (2013)
- ◆ Co-author of two books and author of specific chapters in other publications for the training of Veterinary Clinic Assistants (VCA)
- ◆ Speaker in several courses and workshops on business management of veterinary centers, both in classroom and online, both in Spain and abroad
- ◆ Since 1999, he has given numerous conferences, courses and webinars for auxiliary personnel of veterinary centers



## Professors

### Dr. Villaluenga, José Luis

- ◆ Degree in Biological Sciences from Complutense University of Madrid (1979)
- ◆ Master's Degree in Digital Marketing, EAE and University of Barcelona (2016)
- ◆ Master's Degree in Human Resources Management, EAE and University of Barcelona (2018)
- ◆ Associate Professor since 2012 at the Faculty of Veterinary Medicine of the University Alfonso X El Sabio, Madrid (Spain) in the Degree of Veterinary Medicine, in the subjects of Veterinary Genetics 1st Course and Ethnology 2nd (Module: Management and marketing in the veterinary sector)
- ◆ Teacher in the area of "Customer Service", since 2017, at FORVET, Veterinary Training Center for Veterinary Technical Assistants, in Madrid (Spain)
- ◆ Professor of the Master in Equine Sports Medicine at the University of Cordoba (Spain), since 2019. Module; Marketing and management of equine veterinary companies
- ◆ Professor of the Expert Degree in Physiotherapy and Rehabilitation of Small Animals: Dogs and Cats area: Business management of a small animal rehabilitation center, since 2017, at the Complutense University of Madrid (Spain)
- ◆ One of the 2 founding partners of the company Rentabilidad Veterinaria, SL, 2016–present. This company is dedicated to the business management of veterinary centers for pets. It provides consulting, training, advisory services, company valuation, HR management, economic-financial management and new company incorporation
- ◆ Has worked with a consultant specialized in business management of veterinary centers, 2000– present

### Mr. Vilches Sáez, José Vicente

- ◆ Project Manager - CursoACV.com
- ◆ Responsible for training platform - Cursoveterinaria.es
- ◆ Project Manager- Duna Formación
- ◆ Commercial Manager- Gesvilsa
- ◆ Manager of Professional Training at Duna, SL
- ◆ Community Manager
- ◆ Secretarial management - AGESVET
- ◆ Sales Manager Spain - ProvetCloud
- ◆ Technical Sales Manager - Guerrero Covas

### Mr. Muñoz Sevilla, Carlos

- ◆ Degree in Veterinary Medicine from the Complutense University Madrid. Promotion 1985-1990
- ◆ MBA from the University Jaime I-(UJI), 2017-18 academic year
- ◆ Professor of Anesthesiology and Veterinary Clinic Management at Cardenal Herrera CEU University, from November 2011 to the present
- ◆ Member of AGESVET since its foundation, until 2018
- ◆ Participant in the development and training of AGESVET's HR Module
- ◆ Manager at the Veterinari Son Dureta Veterinary Clinic SLP

**Mr. Martín González, Abel**

- ♦ Degree in Veterinary Medicine from the Complutense University of Madrid, 1989
- ♦ Doctoral studies, without submitting the thesis
- ♦ Teacher collaborating with the Junta de Comunidades de Castilla La Mancha in courses on Livestock Farm Management
- ♦ Conferences on Ultrasound and Reproductive Control organized by AESLA (Asociación de Criadores de Raza Lacaunne) in different locations in Spain
- ♦ Speaker at the Lecture Series on Fighting Bull Diseases organized by the Veterinary school of Madrid
- ♦ Conferences on Management of Veterinary Centers organized by the AVEPA Management Group
- ♦ Speaker at several National Congresses organized by AVEPA (GTA-AVEPA, IVEE-AVEPA)
- ♦ INCUAL expert in the drafting of the professional qualification of Assistance and sanitary aid to the management of animals of Great Britain
- ♦ Veterinarian in free clinical practice as technical director of cattle, sheep, equine and swine farms
- ♦ Technical Director of ADSG in Castilla La Mancha (Spain): ADSG Bovino Castillo de Bayuela, ADSG Bovino La Jara, ADSG Extensivo Belvis, ADSG Bovino Los Navalmorales, ADSG Porcino La Jara
- ♦ Technical Director of the Sierra de San Vicente Meat Quality Brand
- ♦ Director of the Talavera Veterinary Center and Veco Veterinary Clinic in Talavera de la Reina.(Toledo)
- ♦ Director of the Hospital Clinical Hospital Talavera
- ♦ Founding member of CEVE (Confederación Empresarial Veterinaria Española), where he is currently vice-president. Member of the Health Commission and Digital Commission of CEVE
- ♦ Founding member of CEVE-CLM (Confederación Empresarial Veterinaria de Castilla La Mancha), of which he is currently president
- ♦ Member of several national and international professional associations such as AVEPA, ANEMBE, SEOC, AVETO
- ♦ Member of the Digital Commission of CEOE (Confederación de Organizaciones Empresariales de España)

**Ms. Saleno, Delia**

- ♦ Doctoral studies (2000- 2003) without submitting the thesis
- ♦ Degree in Veterinary Medicine from the University of Agricultural Sciences and Veterinary Medicine of Cluj-Napoca (Romania)
- ♦ Diploma of Advanced Studies in Small Animal Clinic (2000)
- ♦ Research Sufficiency in Cytogenetics by the University of Cordoba (2005) with a study on Equine Infertility
- ♦ Course for entrepreneurs (500h), by EOI in 2007 in Palma de Mallorca (Spain)
- ♦ Qualification course as evaluator in procedures for the accreditation of professional competences through work experience in the agricultural professional family
- ♦ Predoctoral researcher at the Department of Animal Reproduction, Faculty of Veterinary Medicine, Cluj-Napoca (Romania)
- ♦ Predoctoral student in the Genetics Department of the University of Córdoba
- ♦ Has been clinically active in dog and cat medicine for more than 20 years, initially at the University Veterinary Hospital of Cluj-Napoca and later in several clinics and hospitals in Spain
- ♦ In 2008 she started working with a veterinary clinic in Palma de Mallorca: Son Dureta Veterinary Clinic
- ♦ She is a founding member of Empresaris Veterinaris de les Illes Balears (EMVETIB) and of the Confederación Empresarial Veterinaria Española (CEVE). She has held the presidency of EMVETIB since November 2012 and the presidency of CEVE since March 2017
- ♦ Since September 2018, she has been a member of the Board of Directors of CEOE
- ♦ Representative of the veterinary sector in various national and international economic forums and in sectoral observatories and working groups of the Ministry of Education, Ministry of Labor and Ministry of Agriculture



**Mr. Rotger Campins, Sebastià**

- ◆ Telecommunications Engineer
- ◆ Degree in Nautical and Maritime Transport
- ◆ Merchant Marine Captain
- ◆ Professional Diving Instructor
- ◆ Secretary of the Spanish Confederation of Veterinary Businesses CEVE
- ◆ Head of the Labor, Organization and Training Department of CEVE
- ◆ Secretary of Empresaris Veterinaris de les Illes Balears, EMVETIB (Balearic Islands Veterinary Entrepreneurs)
- ◆ President of the Services Commission of the Confederació d'Associacions Empresarials de Balears CAEB (Confederation of Business Associations of the Balearic Islands)
- ◆ CAEB Executive Committee Member
- ◆ President of the National Negotiating Committee of the Collective Bargaining Agreement for Veterinary Health Centers and Services

09

# Impact on Your Career

Completing this program will be a great competitive advantage for professionals in the sector, providing them with all the knowledge they will need to apply in their daily work as human resources managers of their veterinary clinic. It is, without a doubt, a unique opportunity to improve their skills and, above all, to make an impact on their careers. Therefore, upon completion, they will be qualified to access senior management positions in the veterinary field.





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*If you are looking for professional growth as a human resources manager, don't think twice and enroll in this program"*

*Completing this Postgraduate Diploma will provide students with the opportunity to work in veterinary clinics and hospitals which demand the highest managerial and management skills.*

### Are you ready to take the leap? Excellent professional improvement awaits

The Postgraduate Diploma in Human Resources Management in Veterinary Centers at TECH Technological University intensive program that prepares students to face challenges and decisions business in the field of management of human resources. The main objective is to promote your personal and professional growth, helping you to achieve success.

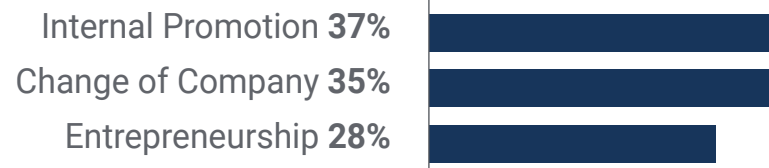
A program designed for those who wish to take a step forward in their career in the veterinary sector.

*Thanks to this program you will receive a large number of job offers with which you will be able to start your professional growth.*

### When the change occurs



### Type of change



## Salary increase

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This program represents a salary increase of more than **25.22%** for our students.



10

# Benefits for Your Company

The Postgraduate Diploma in Human Resources Management in Veterinary Centers helps raise the organization's talent to its maximum potential by training high-level leaders. In this way, improving the academic and professional qualifications of students will not only be a competitive advantage for them, but also for the companies in which they work. Therefore, this is a high-quality program that you should not miss out on.







“

*Perform strategic management of the human resources department of your company and raise both its potential and that of your company"*

Developing and retaining talent in companies is the best long-term investment.

01

### **Intellectual Capital and Talent Growth**

The professional will introduce the company to new concepts, strategies, and perspectives that can bring about significant changes in the organization.

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02

### **Retaining High-Potential Executives to Avoid Talent Drain**

This program strengthens the link between the company and the executive and opens new avenues for professional growth within the company.

03

### **Building Agents of Change**

The professional will be able to make decisions in times of uncertainty and crisis, helping the organization overcome obstacles.

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04

### **Increased International Expansion Possibilities**

Thanks to this program, the organization will come into contact with the main markets in the world economy.



05

### **Project Development**

The manager can work on a real project or develop new projects.

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06

### **Increased Competitiveness**

This program will equip students with the skills to take on new challenges and drive the organization forward.

11

# Certificate

The Postgraduate Diploma in Human Resources Management in Veterinary Centers guarantees, in addition to the most rigorous and up-to-date education, access to a Postgraduate Diploma issued by TECH Technological University.



“

*Successfully complete this program  
and receive your university diploma  
without travel or laborious paperwork”*

This **Postgraduate Diploma in Human Resources Management in Veterinary Centers** contains the most complete and up-to-date program on the market.

After the student has passed the assessments, they will receive their corresponding **Postgraduate Diploma** issued by **TECH Technological University** via tracked delivery\*.

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

Title: **Postgraduate Diploma in Human Resources Management in Veterinary Centers**

Official N° of hours: **450 h.**



\*Apostille Convention. In the event that the student wishes to have their paper diploma issued with an apostille, TECH EDUCATION will make the necessary arrangements to obtain it, at an additional cost.



## Postgraduate Diploma Human Resources Management in Veterinary Centers

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

# Postgraduate Diploma Human Resources Management in Veterinary Centers

