



- **Pharmacovigilance and Compliance Manager:** Oversees both pharmacovigilance processes and compliance activities.
- **Pharmacovigilance and Compliance Director:** Leads the overall strategy for pharmacovigilance and compliance.

What is Management?

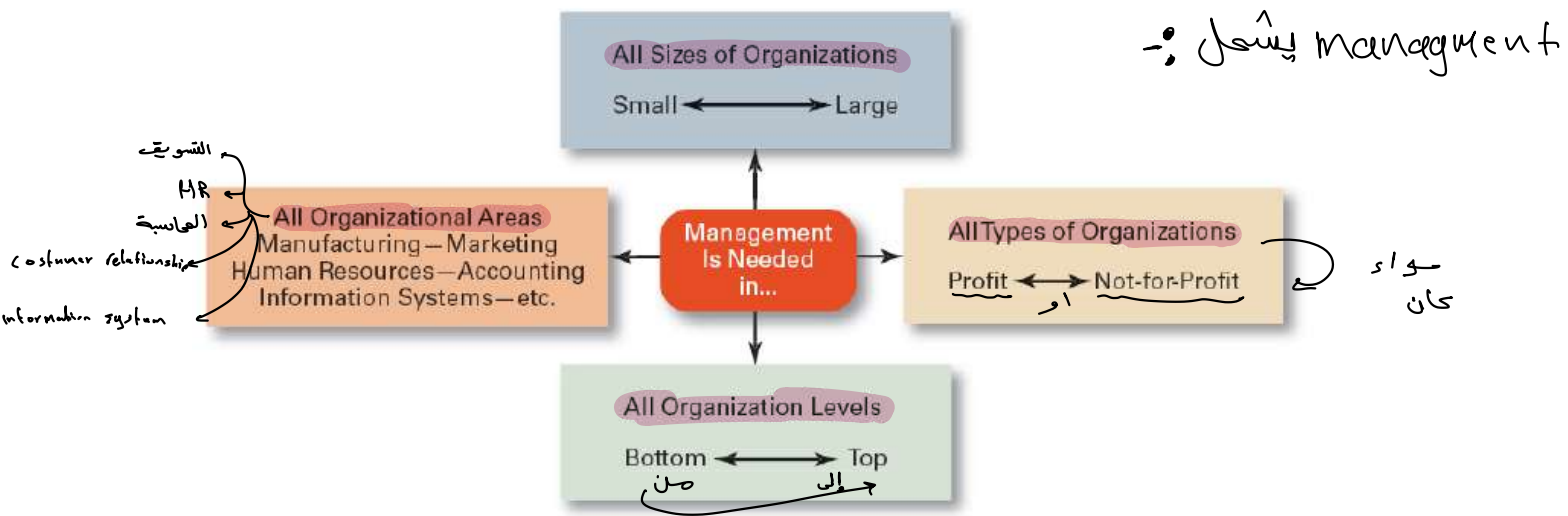
Management Definition:

Research defining management has been ongoing and, to date, there is no global agreement on the definition of management. Internet simple search yielding

Hundreds of management definitions are available in the internet, dictionaries and business journals.

يمكن تختلف من discipline أكثر، من اهتمامات اختصاص

Management in many cases is related to specific discipline. For example, Management in Medicine and Psychiatry is the treatment or control of diseases or disorders, or the care of patients who suffer them.



Management as defined by Oxford dictionary is: تعريف Oxford

'The responsibility for and control of a company or organization Or The process of dealing with or controlling things or people'.

Management in professional context:

التعريف إلى ونحوه وإلى رح يجلبه التابسة خاصة

Set of activities (including planning, organising, controlling, leading and decision making) directed at an organisation (resources (human, financial, physical and information) with the aim of executing program within the organisation (institution).

Handwritten notes: كل منظومة بشرية - مواد, profit or not profit, organisation هي, quality, quantity, resource

Student likes to study and understand management should be familiar with the Three basic approaches to management science.



هذا الجدول يعطين فكرة عن خريطة تنمية بشرية لحاله، ويؤكد برسله ميثاق
5 سنوات لقدام شؤني حلاله من صلاته.

Lecture Notes: Dr. Mohanad Odeh

Introduction to Management for Pharmacists

Pharmacy Management / Leadership Levels

هذا الجدول الدعوى بوزنه من ذهب
يعني مهم

قسم management
5 مراحل

Full list Pharmacy Management – Modules in Hashemite University			
Self-management and interaction with others	Management of People (Manage others)	Management of Business & Operations	Management of Money (Microeconomy)
1. Self-awareness	1. Coaching	1. Strategic planning	1. Understanding basic concepts financial aspects
2. Behavioural sciences (Basic, Advance)	2. Mentoring	2. Business plan development	2. Budgeting
3. Communication skills theories.	3. Leadership (Basics, Intermediate, Advance)	3. Marketing & Advertising	3. Financial reports
4. Emotional intelligence	4. Team Motivation	4. Operation management	4. Accounting records
5. Time management	5. Delegation	5. Total Quality Management	5. Pharmaco-economy (Basic, Advance) ↓ بالنظام ↓ بالنظام
6. Stress Management	6. Performance managing	6. Crises Management	
7. Goal setting	7. Conflict resolution	7. Information management	
8. Presentation skills	8. Hiring and firing	Clinical Management	
9. Negotiation techniques	9. Virtual team management	Medication management, Therapy management side effects	
10. Problem Solving	10. Feedback essentials	Medication Errors and S/E Management	
11. Creative thinking	11. Risk Management	Other Aspects that implemented in Antrim Hospital (Adherence-compliance, Programmes and quality of life innovations)	
Social and Patient behaviour in Pharmaceutical care, No modules ready yet			
*All modules have been adapted for Pharmaceutical care.			

لازم يكون عندك
self management
مق تقدر يكون عندك
management of people
بإدارة المهارات تبنى
بشكل (increments)

إدارة الاحوال

النظام

Differences between Leadership and Management (Functions)

Management definition in professional context:

Set of **activities** (including planning, organising, controlling, leading and decision making) directed at an organisation **resource** (human, financial, physical and information) with the **aim of executing program** within the organisation (institution).

Leadership definition in professional context (By Dr Mohanad Odeh):

The Ability of an individual or group of individuals to influence and guide themselves and/or others, to drive responsibility for creating and achieving shared goals, regardless of position.



Other famous Theories/ Models / Styles for leadership and leaders

Servant leadership

Sources of Leadership Power - French and Raven

Transformational and Transactional Leadership

حتى تفهم الادارة السليمة الى
بدي او صحتها بالنسبة (Situational Theories)
حتى تفهم بشكل صحيح لياتك وتغلك ما يلزم بدون ما تشوف النظريات الاخرى، على نظرية
بتنقلك الدروس على فكرة معينة.

Management Approaches

1

Classical

- Scientific Management
- Bureaucratic Management
- General Administrative (Operation) Theory

2

Behavioural

- Hawthorne studies – Hawthorne effect
- Human Needs
- motivation-hygiene theory, Two factor theory
- X, Y Theory
- Four management approaches → LIKERT
- Maturity – Immaturity theory

3

Modern

- System approach in Management → general system
- Contingency Theories (Situational Theories)

الى بيتنا ايامان
هذا المساق

Blake and Mouton's Managerial Grid

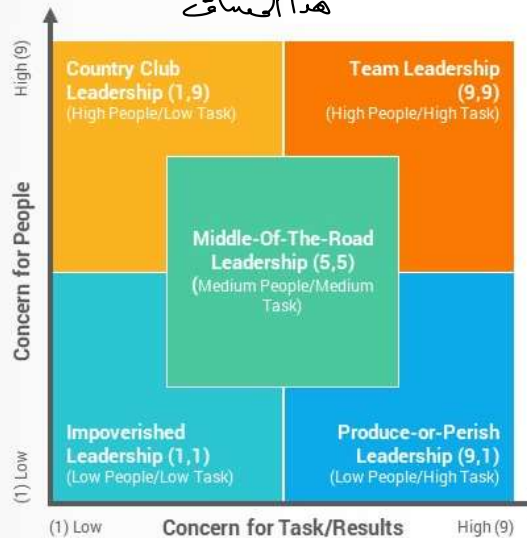
Managerial Grid (or Leadership Grid) was created by management theorists Robert Blake and Jane Mouton in 1964, and published in their book, The Managerial Grid: The Key to Leadership Excellence. The model states that leaders can be categorized based on how focused they are across two different dimensions: concern for production (completing tasks) and concern for people (supporting individuals).

The grid has two axes, measuring:

- Concern for People (y-axis)
- Concern for Completing Task (x-axis)

The Blake and Mouton Managerial Grid identified five kinds of leadership behavior(Styles):

1. Impoverished Style
2. Produce or Perish Style
3. Middle-of-the-road Style
4. Country Club Style
5. Team Style





← الة قصة كثير طلو ق شرحها
بالمهارة الوجود رقم 2

هذا جدول يوضح كل مدرسة من مدارس الادارة

Management Approach	Main theories	Representative	Period
Classical approach (Before 1920)	Scientific Management	Taylor's Approach Henry Gantt	1911 1916
	Bureaucratic Management	Weber Principles	1947, 1905
	General Administrative (Operation) Theory	Henri Fayol Functions and Principles of Management	1916
Management as Behavioural Science, based on Human Relation approach (1930-1965)	Hawthorne studies – Hawthorne effect	Elton Mayo	1932
	Human Needs	Maslo	1943
	motivation-hygiene theory, Two factor theory	Frederick Herzberg	1959
	X, Y Theory	Douglas McGregor	1960
	Four management approaches	Likert	1967
	Maturity – Immaturity theory	Argyris	1964
Recent theories	System approach in Management	General System theory, Ludwig Von Bertalanffy	1968
Modern and Comprehensive approaches to Management (1965 – 2010)	Contingency Theories (Situational Theories)	Fiedler Contingency Theory 3-D Management style theory by Riddle and Situational leadership by Hersey and Blanchard,	1967 1967

حفظ ←

1) Classical approach

It was widely known as Scientific or formal management, it can be summarised by viewing of management as:

The Study of direct relation between workers, tasks and managers to increase productivity by utilizing tools, techniques of standard scientific methods.

According to Mooney and Reiley basics of classical management approach can be clustered in the following three principles: