

THE CONTENT OF THE TRAINING PROGRAM

Module name: Management in the Dental Office

Course instructor: Professor Dr. Daniela Mănuc

1. Introduction

1.1. Introduction to management in dental clinics.

1.2. Presentation of basic concepts and principles

2. Human resources management

2.1. Approach to recruitment, selection, training, motivation, and evaluation of personnel in dental clinics.

2.2. Identification and resolution of problems in an efficient and creative manner.

3. Financial management

3.1. Presentation of budget planning and management, costs, and revenues in the clinic.

4. Crisis and difficult situations management

4.1. Presentation of crisis and difficult situations management methods that may arise in dental clinics.

4.2. Discussion of ways to identify, evaluate, and manage risks associated with the activity of the dental clinic and ensure patient safety.