



Staffing

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1. Determine position to be filled (**vacancy**)
 2. Prepare **job description**
 3. Identify source of potential applicant
 4. Search for **applicants**
 5. **Job interview**
 6. **Selection** of applicant
 7. Newcomer **orientation**
 8. **Training** new employee
 9. **Evaluate** new employee performance





Controlling Types

Quantitative control: Evaluation of **Revenue** vs **expenses** to determine if the budget can still enough to keep work going and a satisfactory profit is gained.

Qualitative control: a management process to assure the desired level of **patient satisfaction** and **appraisal of workers performance**





Marketing considerations

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1. identify the **needs** of potential groups of patients ,
and **motivate** them to purchase
 2. identify **competitors** and their **strengths** and
weaknesses points (**SWOT**).
 3. exhibit **the non-prescription** merchandise
attractively .





General management considerations

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4. know how to select **competent personnel** whose skills are fitting to the job.
5. evaluate both **individual** and **overall** **pharmacy performance.**





Emotional intelligence

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- INTENSE FEELING DIRECTED TOWARD SOMEONE
1. **Self awareness:** being aware of what you are feeling
 2. **Self management:** ability to manage your own emotions and impulses
 3. **Self motivation:** ability to persist in the face of setbacks and failure

