HEALTH CARE ORGANIZATIONAL BEHAVIOR
Course Syllabus

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COURSE OBJECTIVES

1. Define organizational behavior and identify major challenges facing healthcare organizations and managers today.

2. Define diversity and cultural competence and identify changes in US demographics as to how they affect the healthcare industry.

3. Explain the effect of attitudes and perceptions and how this affects human behavior.

4. Identify communication as a major challenge for mangers to provide information and results in efficient and effective performance of the organization.

5. Define and operationalize content and process theories of motivation and attribution.

6. Differentiate between the concept of "power" and "leadership" as applicable to organizational behavior.

7. Evaluate optimal levels of stress and conflict in the work setting as a way to maximize efficiency and effectiveness with creativity.

8. Understand the effect of group dynamics on the delivery of effective and efficient healthcare.

9. Discuss the management of organizational change.

REQUIRED COURSE MATERIAL

Borkowski, Organizational Behavior in Health Care, 2nd Edition 9780763763831
Navigate Scenario: LearnScapes for Health Care Organizational Behavior 9781284065602

Bundle ISBN: 9781284072501

COURSE OUTLINE

IMPORTANT NOTE: This LearnScape is mapped to the course "Topics" below. These "episodes" are linked by a general overarching storyline. It is suggested, but not required, that instructors schedule the episodes in sequence.

Week	Chapter	Topic	Course Objective	LearnScape Episode
1	1,2	Overview and History of Organizational Behavior / Diversity in Health Care	1,2	
2	3,4	Perceptions and Attitudes / Workplace Communication	3,4	Episode 1: Behavior Influences
3	5,6	Content Theories of Motivation / Process Theories of Motivation	5	
4	7,8	Attribution Theory and Motivation / Power and Influence	5	
5	9,10	Behavioral Theories of Leadership / Contingency Theories of Leadership	6	Episode 4: Leadership
6	11	Contemporary Leadership Theories	6	
7	12,13	Stress and Stress Management / Conflict and Conflict Management	7	
8	14	Decision Making and Negotiation Skills	9	Episode 2: Group Development
9	15,16	Overview of Group Dynamics / Groups	8	
10	17	Teams and Team Building	8	Episode 3: Teams and Teambuilding
11	18	Organizational Development	9	
12	19	Resistance to Change and Change Management	9	

SAMPLE: HOW TO USE LEARNSCAPES

WEEK 2 - Homework
- LearnScape Episode: "Behavior Influences"
  - Upon completion, students will save assessment responses as a Word document and email this to their instructor.

WEEK 3- Class Agenda (Options)

A. **Discussion**
LearnScapes are valuable tools for exposing students to authentic workplace environments and scenarios designed to provide meaningful "teachable moments". Engage your students in a discussion about how they handled certain situations and what the experience was like. A few questions you might ask include:
  - Did you feel prepared to play the role?
  - If not, what additional knowledge and skills were you lacking?
  - How can you fill that knowledge and skill gap?
  - Did you enjoy playing this role? If yes, why? If no, why not?
  - Did you learn anything new about the job and workplace? If so, what did you learn? How does that affect your attitude about the job and workplace?

B. **Reading Review**
LearnScapes are designed to spark student's intrinsic motivation and inspire them to investigate course concepts and materials in more depth. With that in mind, use the LearnScape episode to call students' attention back to reading assignments and other course materials. A few questions you might ask include:
  - Now that you've completed this episode, have you reviewed any of the course content to make connections between the course and the role you played?
    - If yes, what connections did you make?
    - If not, how might reviewing the course content be helpful if you were to play the episode again?

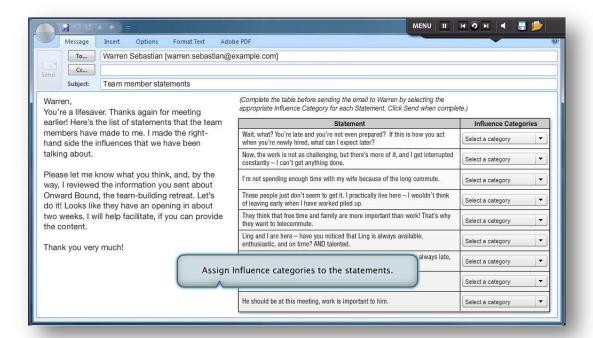C. **Guided Critical Thinking and Research Exercise**

These student-centered, interactive exercises place students in control of their learning and encourage them to be proactive, life-long learners who can problem solve and identify information they need in order to be successful. Challenge students to consider additional resources outside of your course that might help them in future situations. A few questions you might ask include:

- What are some additional resources that you could use if you were to encounter situations like these in the future?
- What are some of the key words and phrases that you might use in an online search?

ASSESSMENT

LearnScape Episode: "Behavior Influences**"**
In this episode, students will receive an assessment in the form of an email.

ADDITIONAL SUGGESTIONS

- **Grading**
  The LearnScape assessments should be a required activity counted as part of the final grade. The percentage of the final grade typically ranges from 20 to 40% depending on course design.

- **LearnScape Student Resources:** We recommend that all students take a few moments to familiarize themselves with LearnScape before beginning their first assignment. Here is some text instructors can paste into their syllabus:

  > Before beginning your first LearnScape assignment, all students are expected to review the LearnScape Orientation resources. This will take just a few minutes and will ensure that you take full advantage of all the LearnScapes have to offer. To access the orientation:
  > 1. Once the LearnScape episode is loaded, click on "**Menu**" in the top right hand corner.
  > 2. At the bottom of the dropdown **Menu**, click on "**Help/FAQs**".
  > 3. Watch the LearnScape Intro Video (1:55) by clicking on the "Play" icon.
  > 4. (Optional) - The "Faculty Guide" and "Quick Guide" are additional assets that reinforce information from the orientation video.
  > 5. (Optional) - If you still have questions, click on "FAQs".

- **LearnScape Help & Support:** As your learning partner, we want you and your students to have the best experience possible and look forward to supporting you every step of the way as you introduce this exciting learning tool into your course. We suggest that all instructors include the support information below in their course syllabi.

  > **Additional Support**
  > If you need help creating or managing your account along the way, please contact Jones & Bartlett Learning at www.jblearning.com/techsupport. You may also call us toll free Monday through Friday from 8:30 A.M. – 5:00 P.M.EST at 1-800-832-0034 (Option 5) from within the United States or Canada.
  >
  > If you need help launching your lab or technical support along the way, please contact Toolwire at http://campus.toolwire.com/jb/web_case.asp. You may also call Toolwire toll free 24 hours a day, 365 days per year at 1-866-935-8665 (ext 200) from within the United States or Canada.