



# JONES & BARTLETT LEARNING

5 Wall Street | Burlington, MA | 01803 | 978-443-5000 | [www.jblearning.com](http://www.jblearning.com)

## 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 managers 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, 2<sup>nd</sup> 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.

Message | Insert | Options | Format Text | Adobe PDF

To: Warren Sebastian [warren.sebastian@example.com]  
Cc: [Redacted]  
Subject: Team member statements

Warren,  
You're a lifesaver. Thanks again for meeting earlier! Here's the list of statements that the team members have made to me. I made the right-hand side the influences that we have been talking about.

Please let me know what you think, and, by the way, I reviewed the information you sent about Onward Bound, the team-building retreat. Let's do it! Looks like they have an opening in about two weeks. I will help facilitate, if you can provide the content.

Thank you very much!

(Complete the table before sending the email to Warren by selecting the appropriate Influence Category for each Statement. Click Send when complete.)

Statement	Influence Categories
Wait, what? You're late and you're not even prepared? If this is how you act when you're newly hired, what can I expect later?	Select a category
Now, the work is not as challenging, but there's more of it, and I get interrupted constantly – I can't get anything done.	Select a category
I'm not spending enough time with my wife because of the long commute.	Select a category
These people just don't seem to get it. I practically live here – I wouldn't think of leaving early when I have worked piled up.	Select a category
They think that free time and family are more important than work! That's why they want to telecommute.	Select a category
Ling and I are here – have you noticed that Ling is always available, enthusiastic, and on time? AND talented.	Select a category
always late,	Select a category
	Select a category
He should be at this meeting, work is important to him.	Select a category

Assign Influence categories to the statements.



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## 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](http://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](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.