

COURSE: MANAGEMENT 304: Management and Organizational Theory in Health Services Organizations

DESCRIPTION: Explores concepts about structure and function in organizations and interactions between structure and function. Roles, communication patterns, decision-making bases and the sources and uses of influence and authority will be identified. Extrinsic and intrinsic forces affecting organizational effectiveness, change and survival will be analyzed. *Required pre-requisites:* Management 101 (Principles of Management and Organizational Behavior) and Health Care Administration 300 (Health Services Delivery and Organization).

RECOMMENDED TEXT: Lawrence F. Wolper, HEALTH CARE ADMINISTRATION; 4th Edition, 2004. Jones and Bartlett Publishers. ISBN: 0-7637-3144-7.

FORMAT: Exam contains 47 multiple choice questions and 53 true/false questions. Each is worth 1 point.

GRADING: Students must receive a “C” (73-76) in order to receive credit for a course taken as a Challenge Exam.

TOPICS FOR STUDY:

- Conflict
 - Leadership
 - Communication
 - Organization Change
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1. What Is Organizational Behavior?
 2. Foundations of Individual Behavior.
 3. Values, Attitudes, and Job Satisfaction.
 4. Personality and Emotion.
 5. Perception and Individual Decision Making.
 6. Basic Motivation Concepts.
 7. Motivation: From Concepts to Applications.
 8. Foundations of Group Behavior.
 9. Understanding Work Teams.
 10. Communication.
 11. Basic Approaches to Leadership.
 12. Contemporary Issues in Leadership.
 13. Power and Politics.
 14. Conflict and Negotiation.
 15. Foundations of Organization Structure.
 16. Organizational Culture.
 17. Human Resource Policies and Practices.