

INDIVIDUAL SYLLABUS COVER SHEET – TO BE COMPLETED FOR EACH COURSE

1. Course # & Course title: MHA 5480 Conflict Management for Healthcare Environments			
2. Taught in Self-Study Year By: Hendrickson			
3. Normally offered: ____ Fall ____ Winter ____ Spring <u> x </u> Summer			
4. Requirement status: ____ Required since (date): 2021 ____ Elective?			
5. Prerequisites: none			
6. Position in typical course sequence [e.g., 2nd semester]: First Year Summer Term A			
7. Enrollment for 3 most recent offerings (indicate number of students and year):			
<i>Year</i>	<i>#Program Students</i>	<i># Non-Program Students</i>	<i>Total</i>
2022	16		16
2023	12		12
8. (CHECKLIST) SYLLABUS CONTAINS:			
X	Behavioral objectives	X	Course Requirements
X	Competencies	X	Performance Expectations
X	Session by Session Topics with Reading Assignments	X	Course Description

9. Learning objective links to competencies

<i>Course Objective</i>	<i>Program Competency</i>
Students will learn the nature of conflict Why study conflict?	Knowledge of Healthcare Systems/ Healthcare Environments
Students will analyze their own views of conflict and discover opportunities for improvement.	Critical Thinking and problem solving/ Apply appropriate data and tools to solve problems and make decisions Demonstrate aptitude for collaborative approaches to problem solving
Students will learn the different types of Conflict Styles	Knowledge of Healthcare Systems/ Exhibit understanding of how stakeholder incentives affect behavior costs, and other outcomes Apply policies and tools that promote equitable care practices
Students will analyze their own views of conflict and discover opportunities for improvement.	Management and Business Skills/ General Management
Students will assess their own Conflict Style and cide on improvements	Leadership, Professionalism and Ethical Behaviors/ Apply appropriate leadership styles and approaches to organizational performance and improvement
Students will learn to analyze conflicts	Communication and Interpersonal Effectiveness/ Employ conflict management tools to help employees improve work relationships
Students will learn by doing case studies, through est speakers or other outside material to participate in enarios of conflicts, especially within Healthcare/ tient vs employee/ patient vs Provider/employee vs ployee	Leadership, Professionalism and Ethical Behaviors Apply ethical decision-making approaches to various dilemmas and situations

10. Teaching and Learning methods used (see Criterion III.B.1)

<i>Teaching / Learning Methods</i>	<i>% of Time</i>
Higher Level (e.g. In class presentations, Cases, Team Activities, Simulations, External Field Experiences, Strategic/Consulting Projects, Reflective Learning)	50
Lower Level	50

(e.g. Readings, Lectures, Guest Speakers, Online/Class Discussions, Web Modules)	
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11. Assessment methods used (see Criterion III.C.1)

<i>Assessment Methods</i>	<i>% of Grade</i>
Higher Level (e.g. Observation checklists; Case/Project review and feedback; Team effectiveness assessment; Journals; Experiential report/Portfolios; Reflective Modeling; Class participation; Strategic/Consulting Projects)	40
Lower Level (e.g. Pre/Post Knowledge/Skills Testing; Exams; Papers/ Reports)	60