Faculty: Claudia McDonald, Ph.D., R.N.

Office: Island Hall 349
Office Hours: Mondays 2 pm - 4:30 pm
Thursdays 11 am - 12:30 pm
By appointment as well

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Students are encouraged to communicate with the faculty as needed to facilitate their learning. Telephone calls & email notes will be addressed in a timely fashion.

**Course Description**

Introduction to the principles of management and organizational behavior in healthcare with emphasis on human resource management topics and issues.

Approach: Selected theoretical models are examined including research and practical application in the organizational environment. Major focal areas include motivation, leadership, inter/intrapersonal issues and organizational development.

**Semester Credit Hours:** 3

**Course Objectives:**

Upon completion of the course, the student will be able to:

1. Demonstrate an understanding of the tenets of organizational behavior in the healthcare work environment.
2. Relate selected theories of motivation and leadership to the practice of organization, management and administration.
3. Describe cultural influences in the workplace including the potential significance to workplace dynamics such as group and team processes.
4. Discuss the impact of change on the management systems in the work milieu.
5. Recognize the influence of stress on conflict management and decision making.
6. Critique relevant research findings for application and utilization in the health sciences.

**Required Texts:**


**Required Reference:**


**Course Overview:**

Organizational behavior may be defined as the behaviors, actions and attitudes of individuals and groups toward one another and toward the organization as a whole and its effect on the organizations’ structure, environment, processes, functioning and performance.

The academic discipline organizational behavior is a field of study focused how individuals affect the complexity within the organizational life cycle. Managers, administrators, supervisors and leaders require an understanding of the group dynamics within the organization to be effective in their roles.

The course objectives may be met through individual study using the required texts, resources suggested throughout the semester, active involvement in classroom activities, and formal and informal exchange of ideas with classmates and colleagues regarding course topics. Teaching and learning methods will include seminar, discussion, case study analysis, Socratic discussion, independent study of texts and library resources and the specific assignments in this document. While the professor will provide guidance and consultation, the student is responsible for identification of learning needs, self-direction, seeking consultation and demonstration of the achievement of the course objectives.
**Important Information**

**Students with Disabilities:**
The Americans with Disabilities Act (ADA) is a federal anti-discrimination statute that provides comprehensive civil rights protection for persons with disabilities. Among other things, this legislation requires that all students with disabilities be guaranteed a learning environment that provides for reasonable accommodation of their disabilities. If you believe that you have a disability requiring an accommodation, please contact the Disability Services Office at 361.825.5816 or visit the office in Driftwood 101.

**Academic Advising:**
The College of Nursing and Health Sciences require that students meet with an Academic Advisor as soon as they are ready to declare a major. The Academic Advisor will set up a degree plan, which must be signed by the student, a faculty mentor, and the department chair. The College’s Academic Advising Center is located in Island Hall on the 3rd floor and advisors are Rachel Verhayden 825-3748 and Angelica Santillan 825-2461.

**Grade Appeal Process**
As stated in the College of Nursing and Health Sciences (CONHS) Handbook under section VII Policies and Procedures, a student that believes they have an academic grade appeal is encouraged to go through the CONHS academic review process prior to pursuing University Grade Appeal. See the handbook for the process.

As stated in University Rule 13.02.99.C2, Student Grade Appeals, a student who believes that he or she has not been held to appropriate academic standards as outlined in the class syllabus, equitable evaluation procedures, or appropriate grading, may appeal the final grade given in the course. The burden of proof is upon the student to demonstrate the appropriateness of the appeal. A student with a complaint about a grade is encouraged to first discuss the matter with the instructor. For complete details, including the responsibilities of the parties involved in the process and the number of days allowed for completing the steps in the process, see University Rule 13.02.99.C2, Student Grade Appeals, and University Procedure 13.02.99.C2.01, Student Grade Appeal Procedures. These documents are accessible through the University Rules website at [http://www.tamucc.edu/provost/university_rules/index.html](http://www.tamucc.edu/provost/university_rules/index.html). For assistance and/or guidance in the grade appeal process, students may contact the Office of Student Affairs.