

# Business Management & Organizational Leadership for Healthcare

## LEARNING OBJECTIVES



Leadership is hard. It requires patience, understanding, and a selfless approach to business. The demands are relentless. The pressure is intense. And the people you manage are passionate, unpredictable, and—sometimes—difficult. With a straightforward, no-fluff approach, this course will give you the skills you need to cope with ethical dilemmas, identify and hire talent, manage diversity, and adapt to the latest technology. We'll also provide one free voucher for the **CompTIA Project+ Certification** exam.

## Business Manager:

### Introduction to Management

- Define management.
- Identify the qualities and strategies that promote effective leadership.

### Sustaining: A Balanced Approach to Management

- Discuss balanced approaches to management.
- Learn about the importance of critical thinking for managers.

### Planning

- Review strategies for implementing planning into management.

### Organizing

- Learn to organize people and processes to ensure that the system does not break down.
- Discuss managing team performance.
- Connect with the human side of management.

### Leading

- Identify the qualities and strategies that promote effective leadership.
- Discuss the role of managers as leaders.
- Learn how to understand individual behavior.
- Review the importance of communicating with and motivating others.

### Controlling

- Learn to use information to influence behavior and affect operational performance.

### The Future of Management

- Discuss the ways in which the role of the manager may change and will develop over time.

## Organizational & Behavioral Leadership:

### Understanding Leadership

- Explore the different ways of looking at leadership and the impact of what it means to be a leader.
- Review various theories of leadership and identify how those theories shape managers.

### Recognizing Your Traits

- Explore the traits that are not found in effective leaders.
- Discuss when, why, and how some people become leaders while others do not.

### Engaging People's Strengths

- Explore how understanding strengths can make one a better leader. Define different strengths and describe the historical background of strengths-based leadership.
- Learn how to identify strengths.

### Understanding Philosophy & Styles

- Learn how a person's view of people, work, and human nature forms a personal philosophy of leadership.
- Examine how that philosophy is demonstrated in three of the most commonly observed styles of personal leadership: the authoritarian, democratic, and laissez-faire styles.
- Identify the characteristics of these styles and the implications each has on effective leadership performance.

### Attending to Tasks and Relationships

- Learn to balance both tasks and relationships—the primary indicators of success as a leader.

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### Developing Leadership Skills

- Group leadership skill into three categories and discuss the characteristics of each: administrative skills, interpersonal skills, and conceptual skills.

### Creating a Vision

- Discuss the characteristics of a vision.
- Learn how to articulate a vision.
- Find out how to turn your vision into effective action.

### Establishing a Constructive Climate

- Learn how to provide structure, set expectations, enhance cohesiveness, and drive excellence.
- Learn how to listen to out-group or remote members and find ways to include them in the group process.

### Handling Conflict

- Define conflict and learn about the role communication plays in conflict.
- Explore effective negotiation and other communication strategies that help resolve conflict.

### Addressing Ethics in Leadership

- Discuss how you can use your authority as a leader for the common good.

### Overcoming Obstacles

- Outline the different types of obstacles that leaders might face.
- Learn a variety of strategies to overcome these obstacles and lead effectively.

## CompTIA Project+:

### Initiating the Project & Team Roles

- Review the necessary steps to get a project off the ground.
- Outline the key players and the role they play throughout the process.

### Project Charter & Work Breakdown Structure

- Utilize project charter to authorize projects.

### Project Schedule & Resource Planning

- Outline milestones, activities, and deliverables, and determine start and finish dates.

### Project Budget & Risk Plans

- Provide a detailed estimate of all the costs required to complete project tasks.
- Explore risks and estimate impacts, and define responses to issues.

### Communicating the Plan/Change Requests and Procurement Documents

- Develop objectives and define key messages, target audience, and timelines.

### Project Tools & Documentation

- Review Gantt charts, Logic Networks, PERT charts, Product Breakdown Structures, and Work Breakdown Structures—standard tools used in project planning.
- Review the essential functions of documentation.