

Conflict Management and Negotiations in healthcare

MBA 680

March 20 – April 23

Instructor Information

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Course Information

Course Description

A common experience for which many health professionals are not prepared is the amount of conflict that must be managed in a health system. Health organizations are almost designed for conflict, given the competing demands for patient care and financial solvency or even profitability. Professional differences, high stress circumstances, and uncertainty can also exacerbate conflict. To help those in the health care industry exceed and thrive in spite of challenges such as these, this course teaches students how to examine causes of conflict as well as approaches for productive resolution, such as uncovering hidden agendas, finding integrative solutions, maintaining respectful relationships, active listening.

Course Purpose

The purpose of this course is to prepare students of the conflicts that takes place in a healthcare setting and the negotiation strategies that will work best under conflicting situations.

Credit Hours: 1.5

Pre-requisites: None

Student Learning Objectives

After completing this course, you should be able to:

1. Discuss the conflict-mediation systems and CCGA process to resolve conflicts and increase productivity and maintaining respectful interpersonal relationships.
2. Analyze the standards of conduct and behavior in resolving conflicts to a situation.
3. Identify effective communication skills in resolving conflicts.
4. Apply coaching skills for quick problem solving.
5. Implement conflict-mediation system and customize it based on the organizational requirement.
6. Apply the principles of conflict-mediation system to everyday conflicts.
7. Discuss the changing demands in healthcare work environment and handle them efficiently.

Materials

Required Reading

Required: McDaniel, G. (2021). Conflict Management in Healthcare: Creating a Culture of Cooperation. United States: Koehler Books.

Taking an Online Class

Class communication is asynchronous, which means that not everyone is participating in the class at the same time. You can access the course any time, day or night, from anywhere that you have an internet connection.

The role of the professor is to be a facilitator, guide, coach, or resource, in order to create an effective learning environment. Your job as the student, is to use that environment to learn – interact with the materials, construct and share information, manage your time effectively, and use that time for critical thinking, reflection and application. You are in control and responsible for your own learning. I am here to support and help you, but it is up to you to ask for help when you need it.

Technology Expectations

Because this course is held completely online, you will need to have access to a computer and reliable high speed internet. If you do not have access at home, you may be able to use a public library or come to campus to use computers in the library or one of the IT student computer labs. Make sure that you will have access several hours per week.

You must be able to use internet search tools, access Blackboard, use email, and know how to download and upload documents. You must also be able to play videos and have headphones or speakers.

All written assignments should be completed using Microsoft Word. Please use a virus checker on all documents before submitting them.

For your privacy and security, only your official U of L email account will be used for email communication. No information will be sent to personal email accounts. Please check your U of L email daily.

Netiquette

Netiquette is a set of rules for behaving properly online. The following bullet points cover some basics to communicating online:

- Be sensitive to the fact that there will be cultural and linguistic backgrounds, as well as different political and religious beliefs, plus just differences in general.
- Use good taste when composing your responses in Discussion Forums. Swearing and profanity is also part of being sensitive to your classmates and should be avoided. Also consider that slang can be misunderstood or misinterpreted.
- Don't use all capital letters when composing your responses as this is considered "shouting" on the Internet and is regarded as impolite or aggressive. It can also be stressful on the eye when trying to read your message.
- Be respectful of others' views and opinions. Avoid "flaming" (publicly attacking or insulting) them as this can cause hurt feelings and decrease the chances of getting all different types of points of view.
- Be careful when using acronyms. If you use an acronym, it is best to spell out its meaning first, then put the acronym in parentheses afterward, for example: Frequently Asked Questions (FAQs). After that you can use the acronym freely throughout your message.
- Use correct grammar and spelling and avoid using text messaging shortcuts.

Course Format

Each week, you will have a combination of material to read or view as well as assignments. These assignments will require you to be online and interact with your classmates.

Course Organization

Week	Date	Topic	Readings	Assignment
Week 1	Mar 20 - Mar 26	Conflict-Mediation System and CCGA Process	Chapter 1 Chapter 3	Introduction Discussion Discussion #1 Case Study #1
Week 2	Mar 27 - Apr 2	Standards of Behavior and Conduct	Chapter 2	Discussion #2 Case Study #5
Week 3	Apr 3 - Apr 9	Communication Skills and Coaching Others Experiencing Conflict	Chapter 4 Chapter 5	Discussion #3 Case Study #3
Week 4	Apr 10 - Apr 16	Implementing the Conflict-Mediation System	Chapter 6	Discussion #4 Case Study #2
Week 5	Apr 17 - Apr 23	Managing Everyday Conflict and Taking the Next Step	Chapter 7 Chapter 8	Discussion #5 Case Study #4

Course Activities

Discussions:

1. Post once (250 words) and comment twice (150 words)
2. Your original post must include a link to an article that provides an additional baseline to the readings/videos available in Blackboard. The additional article cannot require a password or a subscription for access. The article may be a typical Google newsfeed type article.
3. Your original post should not summarize the readings and your posted article. Your original post should provide unique meaningful insight into the readings and your posted article.
4. You are required to comment on two of your peer's response 150 words each.

Case Study:

1. Read the given case analyses each week to better understand the concepts covered in this course.
2. Please make sure to perform additional research on the topics and include the links to the articles/videos used to support your research.
3. Your analysis of the case study should exhibit critical thinking and avoid a simple summary of your cited works.
4. Your paper requires a clearly defined introduction, body of arguments, and conclusion sections.
5. The case study analysis is required to be at least three pages in length. Use Times New Roman 12 font, one-inch margins all round, and double-spacing. Please number your pages as this facilitates reading and grading.

Criteria for Determination of Grades

Assignments	Grade	
Discussions	5*5	25
Case Study	15*5	75
Total		100

Grading

Grade	Percent range
A	93-100%
A-	90-92.9%
B+	87-89.9%
B	83-86.9%
B-	80-82.9%

C+	77-79.9%
C	73-76.9%
C-	70-72.9%
F	Less than 70%

Late Assignments

Meeting deadlines is very important. Therefore, late assignments will receive a 10% deduction of the total points possible for every calendar day they are late. If you have circumstances that prevent you from meeting a deadline (e.g., representing the university in official functions such as athletic/academic competition, professional development conferences, ROTC), please plan to submit your assignment(s) before the due date.

Important Dates

Event	Due Dates
Week 1 Activities	Mar 26
Week 2 Activities	Apr 2
Week 3 Activities	Apr 9
Week 4 Activities	Apr 16
Week 5 Activities	Apr 23

University Policies

Title IX/Clery Act Notification

Sexual misconduct (including sexual harassment, sexual assault, and any other nonconsensual behavior of a sexual nature) and sex discrimination violate University policies. Students experiencing such behavior may obtain confidential support from the PEACC Program (852-2663), Counseling Center (852-6585), and Campus Health Services (852-6479). To report sexual misconduct or sex discrimination, contact the Dean of Students (852-5787) or University of Louisville Police (852-6111).

Disclosure to **University faculty or instructors** of sexual misconduct, domestic violence, dating violence, or sex discrimination occurring on campus, in a university-sponsored program, or involving a campus visitor or University student or employee (whether current or former) is **not confidential** under Title IX. Faculty and instructors must forward such reports, including names and circumstances, to the University's Title IX officer.

For more information, see the [Sexual Misconduct Resource Guide](#).

Students with Disabilities

The University of Louisville is committed to providing access to programs and services for qualified students with disabilities. If you are a student with a disability and require accommodation to participate and complete

requirements for this class, notify me immediately and contact the Disability Resource Center (Stevenson Hall, 502-852-6938, <http://louisville.edu/disability>) for verification of eligibility and determination of specific accommodations.

Student Conduct & Responsibilities

Integrity is one of the most important characteristics that employers seek in new hires and one that the College of Business strives to foster in all its students. As such, this course will abide by the [College of Business student conduct and responsibilities](#) and the [University of Louisville student conduct and responsibilities](#).

Academic Dishonesty

Academic dishonesty is prohibited at the University of Louisville. It is a serious offense because it diminishes the quality of scholarship, makes accurate evaluation of student progress impossible, and defrauds those in society who must ultimately depend upon the knowledge and integrity of the institution and its students and faculty.

Sometimes circumstances make it tempting to cut corners or take the easy way out. You will always have a better final outcome by missing a deadline or completing less than your best work than by cheating. Plagiarized assignments will earn an automatic F, your final grade may be further adjusted by up to two full letters, and the incident will be reported to the Dean for further disciplinary action.

Statement on Diversity

The University of Louisville strives to foster and sustain an environment of inclusiveness that empowers us all to achieve our highest potential without fear of prejudice or bias.

We commit ourselves to building an exemplary educational community that offers a nurturing and challenging intellectual climate, a respect for the spectrum of human diversity, and a genuine understanding of the many differences - including race, ethnicity, gender, gender identity/expression, sexual orientation, age, socioeconomic status, disability, religion, national origin, or military status - that enrich a vibrant metropolitan research university.

We expect every member of our academic family to embrace the underlying values of this vision and to demonstrate a strong commitment to attracting, retaining, and supporting students, faculty and staff who reflect the diversity of our larger society.

Religious Holy Days and Observances

Federal law and university policy prohibit discrimination on the basis of religious belief. It is the policy of the University of Louisville to accommodate students, faculty, and staff who observe religious work-restricted holy days.

Students: Students who observe work-restricted religious holy days must be allowed to do so without jeopardizing their academic standing in any course. Faculty are obliged to accommodate students' request(s) for adjustments in course work on the grounds of religious observance, provided that the student(s) make such request(s) in writing during the first two (2) weeks of term. For more information visit [Work Restricted Holiday Calendar](#).

Deans and department chairs must investigate and resolve student complaints arising from alleged faculty failure to make reasonable accommodations under these guidelines.

Severe Weather

If the University of Louisville is closed due to a holiday, there is no impact on online classes. Coursework will be due according to the schedule.

Support Services

BizComm Coaching

About

The BizComm Coaches can offer a variety of FREE assistance on writing, speaking, and team-based assignments. Specific help ranges from dealing with writer's block or speech anxiety, to organizing preliminary ideas, to polishing final drafts or fine-tuning presentation graphics.

Contact Information

Laura Tetreault 502-852-4870

Patrick Danner 502-852-4870

Office: Room 392

Email: bizcomm@louisville.edu

To book an appointment, go to <http://business.louisville.edu/bizcomm/bizcomm-coach/> and click on the "Book Appointment" button.

Library Services

Library services are available for students in distance education-online courses, including off-campus access to online databases and Electronic Course Reserves. The UofL librarians are available to assist you with library services. For more information view the [Library Services for Distance Education and Online Courses](#) page.

Technical Support

If you need technical support with your university account, unlocking your password, accessing wireless, Blackboard or other technical issues, contact the HelpDesk at (502) 852-7997. You can chat with a support expert or submit an email by visiting the [HelpDesk Resources](#) website.

University Writing Center

The University Writing Center is committed to supporting the writing of distance education students. If you are taking a distance education course and cannot make a face-to-face appointment at the Writing Center, you can schedule an online consultation through their Virtual Writing Center. They provide both online live chat sessions and, when that's not possible, they can respond to your draft in writing through an eTutoring session. Learn more at the [Writing Center](#) website.

Syllabus Changes

This syllabus is subject to change. Any changes will be posted on the Announcements page of Blackboard and emailed to students' official UofL email account.