Course Syllabus
Spring 2021 - 8W2

Course Title:	Leadership and Management in Health Related Organizations
Course Prefix/Number:	HSA 4184
Credit Hours:	3
Instructor:	Lara Maisch, MHSA
Email:	Maisch.lara@spcollege.edu
Phone:	Please email within MyCourses for phone appointment (I do not want to miss your call)
Instructor Web Page:	http://webapps.spcollege.edu/instructors/id/maisch.lara
Office Location:	**Virtual Only**
Office/Virtual Hours:	**Flexibility in these times is possible; please email for an appointment – I do not want to miss you!**

Program Administration

Dean, College of Health Sciences:	Deanna Stentiford, Ed.S., RDH
Administrative Services Specialist:	Sandy Malkin
Administrative Services Specialist Phone:	727-341-3771
Office Location:	HEC 179

Important Course Dates:
- Last day to drop with a full refund: March 19, 2021
- Last day to withdraw with a "W": April 15, 2021

Students are responsible for all information in the course syllabus. This syllabus orients students to the specific tasks, expectations and due dates for this course. Print and save this syllabus as well as graded course assignments for *all courses* for reference as you will need them to reflect back upon for the final Capstone Experience. Note that although the program has a number of standard policies, each course is unique and policies may change over time. Thus, *students should review each syllabus thoroughly before beginning each course*. When navigating through the course, it is important to begin by reviewing each module landing page through the **Course Content Tab** so as not to miss information that is not accessible through the **Submission Review Tab**. Relevant content as well as reading assignments and supplemental materials may appear on the landing page.

Required Textbooks:
1. Dye, C. F. (2017). *Leadership in healthcare: Essential values and skills* (3rd ed.). Chicago, IL: Health Administration Press. ISBN: 13: 978-1-56793-846-3

Required Materials (Required for *all* Students in This Course)
- Health Services Administration Style Guide 2020 – 2021. Available in MyCourses in the Course Resources module. It may be downloaded and saved for future reference.
- SPC Library Libguide for APA 7th Ed. (https://spcollege.libguides.com/hecapa)

Contacting the Instructor: The best way to contact me is via email within this course. If MyCourses is unavailable, please contact me using your @live.spcollege.edu. You may expect a response from me within 24-48 hours. Please do not send emails from your personal email accounts (Yahoo, Gmail, etc.) as they will be

filtered to SPAM. In addition to email, meetings may be scheduled through web conferencing software such as Zoom, or via telephone. Contact me to schedule a day/time to talk. If you encounter an emergency or extenuating circumstance that may interfere with normal participation or disrupt your presence in the course, please contact me immediately, as you might in a professional workplace situation. Do not wait several days or weeks to notify me of your absence.

Attendance: Participation/attendance is determined by actively participating in graded discussion forums *and* completing course assignments each week. Simply logging in does *not* constitute attendance. Attendance is recorded after Week 1 and Week 2; failure to actively participate and submit graded assignments for Module 1 and/or Module 2 may result in an administrative drop ("W") for lack of attendance. Attendance is also recorded at the 60% mark (immediately after the last date to withdraw with a "W"); minimal or inconsistent participation and submission of assignments prior to 60% mark of any course may result in an administrative withdrawal ("WF"). Note that self-withdrawal *prior to* the 60% mark results in a "W". Students should monitor their grades in the course weekly (please see important course dates above).

Illness: As in the professional workplace, it is important to promptly notify your instructors when outside events, such as a student illness, may interfere with submitting coursework on time. Exceptions *may* be made to deadlines for valid reasons. Students should be prepared to provide documentation regarding the need for such exceptions so they may be archived in the course to support any exceptions (i.e., hospital discharge paperwork with private information blacked out). To better help accommodate the student, a doctor's note with limitations and the date range for when the exception should apply may also be needed. A key factor in this situation is timing of your notice to the instructor. Do not wait several days or weeks to notify me of your absence.

COVID 19: In light of current restrictions regarding campus access, it is recommended that whenever possible, students use the SPC's online resources. There will be some on-campus access to resources such as the library and writing tutors. Specific access (i.e. days, times, locations) may change over time due to current COVID 19 restrictions. Students should access the library web site or call to learn current hours and/or to schedule an appointment. See the SPC Updates Page for the current processes for safely interacting with the college resources: https://www.spcollege.edu/spc-updates. Note that you will be required to wear an approved face mask until further notice.

Holidays: Holidays that occur during the course do not impact assignment due dates (See Course Snapshot); please plan ahead.

Course Time Commitment: This course is organized into 8 weekly Modules. Expect to spend **8-12 hours** of time per week for **each** course. This course is not self-paced, the course snapshot details important dates for each module/week, including the shortened Module 8 timeframe. The Capstone course is the only exception to this timeframe, with the course being scheduled in a 16-week, semester format. Specific details regarding the format will be found in the course snapshot.

Assignments: A variety of assignments, activities and/or discussion postings are due each week before 11:59 p.m. EST on Sunday (Note: Some assignments, such as group projects, may be due earlier in the week). Always check the snapshot for specific due dates). Specific due dates/deadlines for individual assignments are posted in each course Snapshot as well as other locations in the course (i.e., Module landing pages, and/or assignment instructions). Students will need to have access to appropriate technology to actively participate in course activities such as MS Office (Word, PowerPoint, Excel), YouTube, email, etc. Instructors may also utilize other software applications such as Zoom, Teams, or other webinar tools.

Discussion Postings: For each HSA Program course, all initial discussion postings are due before 11:59 p.m. EST Thursday. All discussion replies are due before 11:59 p.m. EST Sunday with the exception of Module 8

when all submissions are due by the end of the course (see course snapshot). **Note that submitting all posts on one day or waiting until Sunday to start peer replies is not sufficient engagement in class discussions and will result in a loss of points**. The purpose of the discussion forums is to take the place of traditional lecture and discussion/engagement among students in the classroom. In the case of online courses, engagement is deemed to be represented by multiple posts among peers throughout the week – not simply providing the required number of posts in one short period of time at the end of the week or immediately preceding the closing of the module. **Note:** Most discussion forums are set to require students to post their thoughts/ideas first, before reading the thoughts/ideas of other students. This strategy is aimed at allowing for a wider range of discussion points and content, creating a richer discussion and promoting more in-depth critical thinking skills. Bypassing this feature by posting something irrelevant in order to gain access to peer posts and then editing the initial post, will result in no points being awarded for that post.

Course Description: This course focuses on the theories, concepts and principles of leadership. Emphasis will be on the development of leadership skills related to personal and professional behavior, communication, organization and self-examination. This course explores opportunities to develop leadership roles appropriate to careers in the health & human services organizations.

Major Learning Outcomes:

1. **At the completion of this course the student will be able to discuss theoretical concepts of leadership in health and human services organizations by:**
   a. comparing and contrasting definitions of leadership and management
   b. identifying theories of leadership as applied to organizations
   c. comparing and contrasting various theories of leadership
   d. explaining how theory can be applied for effective leadership and management

2. **At the completion of this course the student will be able to describe situations and issues in health care and human service environments that challenge leaders by:**
   a. identifying key roles of leaders in various health and human service type organizations
   b. identifying current challenges faced by health care and human services organizations
   c. proposing solutions to current challenges to health care and human service organizations

3. **At the completion of this course the student will be able to articulate key values critical   to leadership effectiveness in health care and human services environments.**
   a. describing the role that leaders play in the success of organizations
   b. describing health care or human service visions and values that influence leaders in their respective fields
   c. analyzing personal leadership traits based on values.
   d. analyzing leadership skills of contemporary leaders
   e. explaining the relationship between personality type and leadership style
   f. evaluating personal leadership skills

4. **At the completion of this course the student will be able to demonstrate communication skills of effective leaders, managers and supervisors by:**
   a. identifying styles of communication
   b. describing the relationship between communication styles and effective leadership
   c. explaining the importance of strong oral and written communication skills in leadership positions
   d. describing techniques to improve listening and communication skills
   e. practicing communication skills in a variety of leadership scenarios

5. **At the completion of this course the student will be able to demonstrate teamwork skills required of leadership positions by:**
   a. explaining the importance of team/collaborative structures in healthcare and social services environments
   b. identifying basic collaboration skills for effective leadership of teams
   c. working collaboratively to resolve challenging issues in current healthcare or human services environments

Criteria Performance Standard: Upon successful completion of this course the student will, with a minimum of 70% accuracy, demonstrate mastery of each of the above stated objectives through classroom measures developed by Program faculty.

Academic Integrity: All course work is expected to be the student's OWN work. Cheating and plagiarism will not be tolerated. Please remember that plagiarism also includes paraphrasing another's work without proper credit (citations), as well as including significant passages or word strings that closely match those of a source, even with use of a citation. This includes "cutting and pasting" from Internet sources and the use of photos, figures, tables or clip art not classified as free ware. Note that this applies to intentional as well as unintentional plagiarism. Please see SPC's Academic Honesty page, to learn more about how to avoid plagiarism: http://www.spcollege.edu/academichonesty. All issues related to plagiarism are reviewed through the SPC Academic Integrity Committee.

Resubmission of Work: Previously submitted course work may not be resubmitted for another class (self-plagiarism). Turning in any work previously created and submitted (graded or not) in any course is self-plagiarism which is a violation of the SPC Academic Honesty Policy.

HSA Policy Regarding Quoted Material: No quoted material may be used. Students are expected to paraphrase information in their own words to communicate facts as well as knowledge, thoughts, reactions, and reflections. The rationale for this is to allow students the opportunity to practice and perfect their articulation and synthesizing skills in order to present work in their own words, similar to requirements found in the professional workplace.

General Policies Regarding Grading: Points awarded are meant to be a reflection of the relevance, quality and completeness of each student's work on assigned learning activities in the course. Therefore, to ensure equity of grades awarded across all students, extra credit is generally not awarded in the HSA program.

Students often inquire about the policy for "rounding up" points if a student is near the cutoff between one grade and another when final grades are calculated. This is at the instructor's discretion. However, students should not expect grades to be "bumped up" when the point difference is more than one point, especially if there are patterns of low/poor performance, missing assignments or late work.

HSA Late Policy:
- **Late Assignments** (Modules 1-6) (i.e.: Papers, PowerPoints, Projects, Worksheets, etc.). Assignments submitted within 24 hours of due date - worth 50% of their graded value (grade achieved, minus 50%). No credit is given beyond 24 hours of due date.

- **Late policy for Quizzes**: Quizzes may not be made up.

- **Late policy for Discussion Forums**: Initial discussion postings made after the stated deadline will not receive full credit. Note that submitting all posts on one day or waiting until Sunday to start peer replies is not sufficient engagement in class discussions and will result in a loss of points.

- **Late course work from Module 7 and Module 8 will NOT be accepted.**

Course Grading:
- I make every effort to post assignment grades within 72 hours after the assignment closing date.

Letter Grade	Points Range
A	225 - 251
B	200 - 224
C	175 – 199
D	150 - 174
F	< 150

Expectations of Professionalism: In order to prepare you for a leadership role in a professional environment we maintain high expectations on all student work *and* course interactions. Faculty and students are responsible for maintaining a positive learning environment. Students are expected to conduct themselves in a professional manner at all times. Professional expectations include: following all assignment instructions and writing guidelines, submitting completed assignments in a timely manner, communicating respectfully with instructor and peers, maintaining Academic Integrity and Honesty, taking responsibility for your learning, and applying instructor feedback.

Student Survey of Instruction (SSI): The survey is administered each semester, and is designed to improve the quality of instruction. All student responses are confidential and anonymous.

Internet Caution: HSA courses require use of the Internet. Please note that other Internet users may be able to access students' works whether the access is secured or unsecured. The College cannot protect against this or assure privacy.

Learning Resources: Learning Resources are available to all students either online or in person (schedule an appointment first), at no cost. At the HSA Program home campus, the Health Education Center (HEC), students may schedule time via email with the Learning Support Center staff. Please provide the name of your instructor, the course and specific assignment instructions. Once you have scheduled time, have your assignment completed and ready for the Writing Tutor or Learning Specialist no later than **Thursday at 5 p.m.** of the week in which the assignment is due. Note that Learning Resource staff do not work 7 days a week. It is not the responsibility of the Writing Tutor or Learning Specialist to correct the students' work, but rather, to help the student improve their writing skills and critical thinking abilities.

Instructors may refer students to Learning Resources by providing the HEC Library/Writing Help Referral Form to the student. The student will need to provide the assignment, assignment instructions (Originality Report – if applicable) and the Library/Writing Help Referral Form. Once you have received assistance please have the tutor email the instructor.

Computer Issues: If you experience problems accessing the course or course materials online, posting assignments or any other hardware or software issues, please contact the Technical Support Desk at 727-341-4357 or email onlinehelp@spcollege.edu available daily from 7:00 a.m. to midnight. It is your responsibility to contact your instructor *immediately* should a problem arise. Do not wait until after the assignment deadline to notify the instructor. The Tech Support Desk will note the time, date and nature of your issue. Computer issues will not extend the due date for course work.

Online Library: To logon to the Online Library through the SPC homepage (https://go.spcollege.edu/Libraries/), use your Student ID number and the last 4 numbers of your Social Security Number.

- For library help you may contact the Health Education Center library for assistance.

  o Joshua Brown, brown.josh@spcollege.edu. (727) 341-3657
  o Shilo Smith, Smith.Shilo@spcollege.edu. (727) 341-3673

Accommodations: This course is designed to be accessible and usable by everyone. Be sure to let the instructor know *immediately* if you encounter a required element or resource in the course that is not accessible to you.

Accessibility Services: St. Petersburg College recognizes the importance of equal access for all students. Accessibility Services is the campus office that works with students who have disabilities to provide and/or arrange reasonable accommodations. Instructors may not grant accommodations without proper notification from this Office. Due to the nature of all health programs, including the Veterinary Technology Program, accommodations requested for labs and/or a clinical will be determined by a committee that includes the HEC Accessibility Coordinator, Academic Chair, Dean, and other professionals deemed appropriate and on a case-by-case bases. These requests must be made prior to the semester starting or the in the first few weeks. Students registered with Accessibility Services are encouraged to contact their instructors early in the semester. Students who have, or think they may have, a disability (e.g. learning disability, ADD/ADHD, psychiatric, medical/orthopedic, vision, and/or hearing), are invited to contact Accessibility Services for a confidential discussion at 727-341-3721 (V/TTY) or at silvers.stefanie@spcollege.edu. Additional information is available at the college-wide Accessibility Services website: http://www.spcollege.edu/accessibility/

Please note: Materials provided via MyCourses are copyrighted and for personal and educational use only during the course.

Instructional Continuity Plan: In the event of a natural disaster that affects the function of the college, this online course will continue as normal.

Important Links:

- As a SPC student, it is vital that you know Titans Care. You can access resources through SPC's Community Resources (https://www.spcollege.edu/current-students/student-affairs/student-support-resources/student-assistance-programs/resources-for-life-issues). This site contains a variety of resources to support students academically as well as their general wellbeing. If you or a loved one are considering suicide, please call the National Suicide Prevention Lifeline at 1-800-273-8255.

- Please see your MyCourses homepage (http://mycourses.spcollege.edu) to access important college resources/links.

- Syllabus Addendum: For tips on how to be a successful student visit: https://www.spcollege.edu/current-students/student-affairs/student-right-to-know/student-responsibilities

HSA 4184		
Leadership and Management in Health and Human Service Organizations		
Module Topic Open/Close Dates	Discussion Posting Forums (points)	Assignments (points)/Readings
Module 1 Personal Leadership March 15, 2021 – March 21, 2021	Introduction: Leadership Conference (5) Future Role in the Health Care and/or Human Service System (10) Are You Ready? Survey (5)	1. Review Syllabus, Snapshot and Course Materials 2. Complete Begin Here Quiz (10) 3. Use of Turn It In Quiz (1) 4. Library Orientation & Quiz (10) 5. See the Assignment page for Lesson, Readings, and/or Videos. 6. Announcement of Group Project due Module 6.
Module 2 Leadership Theory, Style and Management March 22, 2021 – March 28, 2021	Myers-Briggs Type Indicator (5) Answering the Difficult Questions (5) Group Discussion Forum	1. See the Assignment page for Lesson, Readings, and/or Videos. 2. Theories in Leadership Assignment (20)
Module 3 Ethics, Integrity and Morals March 29, 2021 – April 4, 2021	Ethics & Integrity (5) Group Discussion Forum	1. See the Assignment page for Lesson, Readings, and/or Videos. 2. Code of Ethics Assignment (20)
Module 4 Communication in Various Forms April 5, 2021 – April 11, 2021	Communicating (5) Group Discussion Forum	1. See the Assignment page for Lesson, Readings, and/or Videos. 2. Barriers to Communication Quiz (5) 3. Professional Resume Assignment (20)
Module 5 Challenges and Diversity April 12, 2021 – April 18, 2021	Running from Change (5) Diversity of our World (5) Group Discussion Forum	1. See the Assignment page for Lesson, Readings, and/or Videos. 2. Memo to Employees of an Organization about Change Assignment (20)

Module 6 Emotional Intelligence and Teamwork April 19, 2021 – April 25, 2021	Team Work (10) Group Discussion Forum	1. See the Assignment page for Lesson, Readings, and/or Videos. 2. Group Project DUE: Presentation of Leadership (30) 3. Peer Review Form (20)
Module 7 Servant Leadership April 26, 2021 – May 2, 2021 <mark>*Check Week 8 Closing Dates – Week 8 is Short *</mark>	Day of Service (5)	1. See the Assignment page for Lesson, Readings, and/or Videos. 2. Day of Service Assignment (20)
Module 8 Making a Change with Leadership May 3, 2021 – May 5, 2021 <mark>*Short Week – Check Closing Dates*</mark>	Change of View (5) Different Path (5)	1. See the Assignment page for Lesson, Readings, and/or Videos. 2. Student Survey of Instruction (SSI)
Total Points 251	Discussion Forum 75	Assignments 100 Group Project/Peer Review 50 Quizzes 26

Important Course Dates:
- Last day to drop with a full refund: March 19, 2021
- Last day to withdraw with a "W": April 15, 2021

Important Course Information:
- Assignments and discussion replies are due before 11:59 p.m. Sunday, EST (or as stated on Snapshot).
- All first original discussion postings are due before 11:59 p.m. Thursday, EST.