

Module 226 – Major A “Health Care Management”

Coordinator: Bruce Fried

Online Class

Monday December 14	Tuesday December 15	Wednesday December 16	Thursday December 17	Friday December 18
<p>9:00 am Introductions and module expectations, outline of module, format, evaluation</p> <p>Improving Health Care Organizations: The Role of Leadership and Management</p> <p>“Fire at Mann Gulch”: Case discussion</p> <p>Cultural differences in management Decision Making</p> <p><i>Bruce Fried</i></p>	<p>9:00 am</p> <p>Emotional Intelligence</p> <p>Behavioural Economics</p> <p>Systems and Systems Thinking</p> <p>Workplace behaviours (Civility and conflict)</p> <p><i>Wayne Psek</i></p>	<p>9:00 am</p> <p>Management Style</p> <p>The Challenges of Working on Teams</p> <p>Psychological Safety</p> <p><i>Bruce Fried</i></p>	<p>9:00 am</p> <p>Managing for Quality</p> <p>Aligning Strategy, Marketing and Operations</p> <p>The role of the board</p> <p><i>Bruce Fried / Wayne Psek</i></p>	<p>9:00 am</p> <p>Human resources management: Aligning workforce management practices with organizational goals</p> <p>Presentation, discussion and exercise</p> <p><i>Wayne Psek</i></p>
12h : Lunch	12h : Lunch	12h : Lunch	12h : Lunch	12h : Lunch
<p>1 :00 pm</p> <p>Discussion of differences among cultures in management practices</p> <p>Group discussion of “Fire at Mann Gulch,” case questions to be distributed</p> <p>Conclusion</p> <p><i>Bruce Fried</i> 4:00 pm</p>	<p>1:00 pm</p> <p>Discussion of EI profile</p> <p>Discussion of Systems and Systems Thinking</p> <p>Group Discussion of “Was that harassment?”</p> <p>Conclusion</p> <p><i>Wayne Psek</i> 4:00 pm</p>	<p>1:00 pm</p> <p>Discussion of MBTI profiles</p> <p>Group Discussion of “Medisys Crop.: The IntensCare Product Development Team”</p> <p>Conclusion</p> <p><i>Bruce Fried</i> 4:00 pm</p>	<p>1:00 pm</p> <p>Leaders as motivators, mentors and improvisors: Presentation and exercise Leading Change</p> <p>Innovation and Design Thinking Management and technology</p> <p>Group Discussion of “Should an algorithm tell you who to hire?” What’s my Brand? Exercise</p> <p>Conclusion</p> <p><i>Wayne Psek</i> 4:00 pm</p>	<p>1:00 pm</p> <p>Case: “Amazon as an Employer Discussion of Human Resources Management Practices Group discussion of “Amazon as an Employer” case questions to be distributed</p> <p>Negotiation Exercise</p> <p>Conflict Survey</p> <p>Conclusion</p> <p><i>Bruce Fried and Wayne Psek</i> 4:00 pm</p>