

MGT 6340 – Healthcare Communication for a Diverse Workforce

Course: MGT 6340 Instructor: Dr. Flor Leos Madero
E-mail: flor.madero@angelo.edu Office Phone: 325-486-6077
Office: LIB B306F
Office Hours: MW: 10a – 12p & 2-3 pm / TR: 10-11 am & 2-3 pm

COURSE DESCRIPTION

Students will learn to identify and implement strategies conducive to building effective staff communications in the diverse healthcare environment. This course will address basic skills and knowledge that a manager should have to effectively communicate with employees that build trust, assure efficiency in the workplace while ensuring productivity that is efficient, safe, and meets the needs of all stakeholders.

REQUIRED COURSE MATERIALS

Handbook of Health Communication

Thompson, Parrott, Nussbaum (2nd Edition)
Publisher: Routledge
ISBN-13: 978-0-4158-8315-3

HBR (Harvard Business Review) On Emotional Intelligence

Daniel Goleman
Publisher: Harvard Business Review Press
ISBN: 978-1-63369-019-6

HBR (Harvard Business Review) On Managing Yourself

Clayton M. Christensen
Publisher: Harvard Business Review Press
ISBN: 978-1-4221-5799-2

Real-Life Scenarios: A Case Study Perspective on Health Communication

Publisher: Oxford
Athena du Pre & Eileen Berlin Ray
ISBN: 978-0-19-062325-8

ASSIGNMENTS/GRADING

Grades are determined on a straight percentage scale, there will be no further rounding or curving. We will explore the various contexts of healthcare communication through the following assignments. Additional instructions will be provided to you throughout the semester.

******Assignments turned in after class, even on the due date, are considered late.
Late assignments are not accepted.******

ASSIGNMENTS	POINTS
Class Lead (2 @ 50)	100
Response Papers (4 @ 50)	200
Health Issues Paper	100
Practitioner Interview	100
Leadership Application	200
Diversity Training	200
Participation	100
TOTAL	1,000
GRADING SCALE A= 1,000 – 900 B= 899 – 800 C= 799 – 700 D= 699 – 600 F= 599 and below	

COURSE SCHEDULE

DATE	WEEK	MGT 6340
AUG 27	1	Introduction to Healthcare Communication
SEP 3	2	Legal and Ethical Implications
SEP 10	3	Theories & Research
SEP 17	4	Health Issues Presentations
SEP 24	5	Provider/Patient Communication
OCT 1	6	Evaluating Campaigns
OCT 8	7	Practitioner Interview Presentations
OCT 15	8	Health News Coverage & The Media
OCT 22	9	Influence & Persuasion
OCT 29	10	Emotional Intelligence
NOV 5	11	Healthcare Administrative Issues
NOV 12	12	Intercultural Communication In Healthcare
NOV 19	13	Thanksgiving Holiday
NOV 26	14	Mindful Leadership / Managing Yourself
DEC 3	15	Student Presentations (Diversity Training)
DEC 10	16	Final

COURSE POLICIES

Attendance: Attendance is required. A roll sheet will be passed around each day during the first ten minutes of class. It is your responsibility to sign in (being present but not signing the roll is the same as being absent). The following policy will be enforced in this class:

- (1) Your first absences is without penalty.
- (2) Your second absence will lower your final course average by 50 points or the equivalent of ½ of a letter grade. (ex: If you have 820 points, you will be reduced to 770 points).
- (3) Each subsequent absence will lower your final course average by 50 points (½ letter grade).

Absences on Exam and/or Presentation Days: Please note that an unexcused absence on exam or presentation days will result in a zero (0). You must give your presentation/take your exam on the day it is scheduled. NO EXCEPTIONS.

Excused Absences: You will be given an excused absence when acting as an official representative of the university, provided you give me written verification from the faculty/staff supervisor of the event. For all other absences to be considered excused, official documentation must be submitted to me verifying the reason for your absence.

Typed Work (essays, papers, etc.) must be typed. Failure to type any written portion of an assignment will result in a zero for that assignment.

Cell Phones: Cell phone use, in any mode at any time, is not permitted in the classroom. If you are expecting an important call/text/email you must notify me BEFORE class begins. Students who ignore this policy will be asked to leave the classroom and counted absent for the day.

ADDITIONAL INFORMATION

Religious Holidays: A student wishing to observe a religious holy day must notify me in writing at least 14 days prior to the classes scheduled on dates the student will be absent. For religious holy days that fall within the first two weeks of the semester, notice should be given on the first day of the semester.

Academic Advising: The Department of Communication and Mass Media requires that Communication majors visit with a faculty advisor once they have completed 60 hours. Communication and Mass Media majors who have questions about advising can call 325-942-2031. Undeclared majors are supported by ASU's Freshman College located in Library A312, and can be reached at 325-942-2710.

The Americans with Disabilities Act (ADA): 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. Angelo State University complies with the Americans with Disabilities Act in making reasonable accommodations for qualified students with disabilities. If you suspect that you may have a disability (physical impairment, learning disability, psychiatric disability, etc.), please contact the Dean of Student Life and Student Services at 325-942-2191. If you need disability accommodations in this class, please see me as soon as possible.

Freedom of Expression: Each student is strongly encouraged to participate in class. On sensitive and volatile topics, students may sometimes disagree not only with each other but also with me. It is expected that faculty and students will respect the views of others when expressed in classroom discussions.

Academic Integrity: University standards regulating academic integrity (e.g., cheating, plagiarism, etc.) are strictly enforced. Infractions may result in a zero for the assignment or a failing grade in the course.

Plagiarism: Plagiarism is a serious offense; you must cite the source of any material, quoted or paraphrased, used in your presentation. The absence of this documentation constitutes *plagiarism* – a serious academic and professional offense. If you are caught being dishonest, you could be given an “F” for the assignment and/or the course depending on the severity of the offense.