



# ORGANIZATIONAL BEHAVIOR AND MEDICAL OFFICE MANAGEMENT

## PROFESSOR

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Hello! My name is Robin Powell and I am excited and elated to be the instructor of Organization Behavior and Medical Office Management. This is a fun course and is work related in workplace. Private or global organizations are based on an individual perception of growth in the workplace. Team or individual will be important. During the next 8 weeks, I look forward to exploring the different behaviors perceptions. Please feel free to contact me with questions or concerns.

## CONTACT INFORMATION

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E-mail: [rpowell@lakewood.edu](mailto:rpowell@lakewood.edu)  
Cell Phone: 800-517-0857 X 784

## ONLINE SUPPORT (IT) AND MOODLE NAVIGATION:

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All members of the Lakewood University community who use the University's computing, information or communication resources must act responsibly. Support is accessible by calling 1-800-517-0857 option 2 or by emailing [info@lakewood.edu](mailto:info@lakewood.edu)

## BOOKS AND RESOURCES

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Ricky W. Griffin, Jean M. Phillips, Stanley M. Gulley. Organizational Behavior: Managing People and Organizations. 14th Edition. 2024.

## EVALUATION METHOD

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Graded work will receive a numeric score reflecting the quality of performance.  
Course Requirement Summary

- Assignments - Total of 30 Points
- Weekly discussion forums-Total of 80 Points
- Final Exam - 50 Points

## GRADING SCALE

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Graded work will receive a numeric score reflecting the quality of performance as given above in evaluation methods. The maximum number of points a student may earn is 160. To determine the final grade, the student's earned points are divided by 160.

Your overall course grade will be determined according to the following scale:

A = (90% -100%)  
B = (80% - 89%)  
C = (70% - 79%)  
D = (60% - 69%)  
F &lt; (Below 60%)

## ACADEMIC INTEGRITY/ PLAGIARISM:

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Cheating (dishonestly taking the knowledge of another person whether on a test or an assignment and presenting it as your work) and plagiarism (to take and pass off as one's own the ideas or writing of another) are a serious issue. While it is legitimate to talk to others about your assignments and incorporate suggestions, do not let others "write" your assignments in the name of peer review or "borrow" sections or whole assignments written by others. We do get ideas from life experiences and what we read but be careful that you interpret these ideas and make them your own.

I am aware that many types of assignments are available on the internet and will check these sources when there is legitimate suspicion.

Penalty is a zero on the assignment. In cases where there is a major or continuous breach of trust, further discipline, such as an "F" in the course, may be necessary.

The major consequence of any form of cheating is damage to your character and the result of trust and respect.

## DISABILITY ACCOMMODATIONS

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Students who have a disability and wish to request an academic accommodation should contact Jim Gepperth, the Disabilities Services Coordinator and Academic Dean. The student can request an accommodation at any time although it is encouraged to do so early in the enrollment process. The student should complete an accommodation request form which begins a conversation between the school and the student regarding the nature of their disability and an accommodation that would help the student succeed in their program. The school may request documentation regarding the disability to address the accommodation request effectively. The school will communicate to the student the type of accommodation arranged. This process typically follows a team approach, bringing together persons from the academic department (including the instructor) and personnel from other departments as necessary. Additional information on disability accommodations may be found in the Lakewood University Catalog.

Disability Services Email: [disabilityservices@lakewood.edu](mailto:disabilityservices@lakewood.edu)

## SUPPLEMENTAL TEXTS

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You can use the following resources to assist you with proper source citation.

American Psychological Association Style Guide- [https://www.mylakewoodu.com/pluginfile.php/118179/mod\\_resource/content/1/APA%20Style%20Guide%207th%20edition.pdf](https://www.mylakewoodu.com/pluginfile.php/118179/mod_resource/content/1/APA%20Style%20Guide%207th%20edition.pdf)

The Purdue OWL website is also a helpful resource for students. Here is a link to the OWL website: [https://owl.purdue.edu/owl/research\\_and\\_citation/apa\\_style/apa\\_formatting\\_and\\_style\\_guide/general\\_format.html](https://owl.purdue.edu/owl/research_and_citation/apa_style/apa_formatting_and_style_guide/general_format.html)

## LIBRARY

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Mary O'Dell is the Librarian on staff at Lakewood University

She is available by appointment. You can make an appointment with her by emailing her at [modell@lakewood.edu](mailto:modell@lakewood.edu) or call at 1-800-517-0857 X 730

You may also schedule a meeting at this link: <https://my.setmore.com/calendar#monthly/r3a761583354923270/01032020>

She can assist you with navigating LIRN, research, citations etc.

## SUPPORT

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Each student at Lakewood University is assigned a Success Coach. Your Success Coach exists to assist you with academic and supportive services as you navigate your program. They will reach out to you, often, to check-in. Please use the resources they offer.

Student Services is available to assist with technical questions regarding Lakewood University and all services available to you.

1-800-517-0857 option 2  
info@lakewood.edu  
studentservices@lakewood.edu

## CAREER SERVICES

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Students are offered Career Services at any point as they journey their academics at Lakewood University.

1-800-517-0857 option 2  
careerservices@lakewood.edu

## LESSONS

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TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE	OBJECTIVES
Lesson #1	<ul style="list-style-type: none"><li>An Overview of Organizational Behavior</li><li>The Changing Environment of Organizations</li></ul>	Study Course Syllabus Read Chapters 1 & 2 Complete Assignment 1 Participate in the Discussion Forum Lesson Evaluation	Assignment 1 upon completion of the lesson	Objective 1
Lesson #2	<ul style="list-style-type: none"><li>Individual Characteristics</li><li>Individual Values, Perceptions, and Reactions</li></ul>	Read Chapters 3 & 4 Participate in the Discussion Forum Lesson Evaluation		Objective 2
Lesson #3	<ul style="list-style-type: none"><li>Motivating Behavior</li><li>Motivating Behavior with Work and Rewards</li></ul>	Read Chapters 5 & 6 Participate in the Discussion Forum Complete Assignment 2 Lesson Evaluation	Assignment 2 upon completion of the lesson	Objective 3
Lesson #4	<ul style="list-style-type: none"><li>Groups and Teams</li><li>Decision Making and Problem Solving</li></ul>	Read Chapters 7 & 8 Participate in the Discussion Forum Lesson Evaluation		Objective 4

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE	OBJECTIVES
Lesson #5	<ul style="list-style-type: none"> <li>• Communication</li> <li>• Managing Conflict and Negotiating</li> </ul>	Read Chapters 9 & 10 Participate in the Discussion Forum Lesson Evaluation		Objective 5

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE	OBJECTIVES
Lesson #6	<ul style="list-style-type: none"> <li>• Traditional Leadership Approaches</li> <li>• Contemporary Views of Leadership in Organizations</li> </ul>	Read Chapters 11 & 12 Participate in the Discussion Forum Complete Assignment 3 Lesson Evaluation	Assignment 3 upon completion of the lesson	Objective 6

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE	OBJECTIVES
Lesson #7	<ul style="list-style-type: none"> <li>• Power, Influence, and Politics</li> <li>• Organizational Structure and Design</li> </ul>	Read Chapters 13 & 14 Participate in the Discussion Forum Lesson Evaluation		Objective 7

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE
Lesson #8	<ul style="list-style-type: none"> <li>• Organizational Culture</li> <li>• Organization Change and Change Management</li> </ul>	Read Chapter 15 & 16 Participate in the Discussion Forum Complete the Final Exam Request the Next Course Lesson Evaluation THANKS FOR A GREAT CLASS	Final exam upon completion of the lesson

## DESCRIPTION

This course analyzes the elements of organizational behavior in a healthcare setting. Topics include improving communications, managing conflict, understanding management, motivation, morale, dynamics of change, leadership, stress, ethics, and etiquette all within the environment of healthcare practice, management, and administration.

### Program Objectives

1. Identify the basic management functions and essential skills that comprise the management process and relate them to organizational behavior. Describe the different types of diversity and barriers to inclusion that exist in the workplace.
2. Describe different learning styles that influence how people process information and that affect behavior in organizations. Describe the role and importance of values and emotions in organizational behavior.
3. Identify the five core group performance factors and relate them to groups and teams in organizations. Discuss the rational approach to decision-making.
4. Define groups and teams and identify and describe several types of each. Discuss the rational approach to decision-making.
5. Describe the communication process, explain the difference between one-way and two-way communication, and identify barriers to effective communication. Identify and discuss the five interpersonal conflict management strategies.
6. Characterize the nature of leadership. Discuss leadership through the eyes of followers.
7. Discuss influence and describe which influence tactics are the most and least effective. Describe the basic types of organizational structures.
8. Describe the meaning, importance, and origins of organizational culture. Identify the keys to managing successful organization change and development and describe organizational learning.

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