



THE UNIVERSITY OF TEXAS AT TYLER

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Soules College of Business

Spring II 2024

COURSE NUMBER: MANA 5375-702, 704, 706

INSTRUCTOR: Dr. Venugopal Gopalakrishna-Remani

COURSE TITLE: SP TOPICS IN HEALTH MANAGEMENT: **GREAT SERVANT LEADERSHIP IN HEALTHCARE MADE SIMPLE**

COURSE DESCRIPTION

The course will cover servant leadership and look at eight trends driving business growth and success in the new economy to get a well-rounded view of leadership and management skills in healthcare. Analyze Seven Pillars of Servant Leadership to understand competencies and behaviors of servant leadership. Learn how to integrate specific servant leadership principles and skills into business culture and policies. Reflections on servant leadership from successful servant leaders in the local community. Focus on critical traits, priorities, practices, and principles that help servant-leaders succeed to achieve great relationships and results.

REQUIRED TEXT: Servant Leadership in Action: How You Can Achieve Great Relationships and Results ISBN-13:9781525272349  
Seven Pillars of Servant Leadership: Practicing the Wisdom of Leading by Serving ISBN-13: 9780809149261  
Pandemic, Inc.: 8 Trends Driving Business Growth and Success in the New Economy ISBN-10: 1949642402

CLASS MEETING: On-line, virtual class

OFFICE LOCATION: COB 350.49

EMAIL ADDRESS: [venugopal@uttyler.edu](mailto:venugopal@uttyler.edu) – This is the best way to reach me quickly. I generally return emails within two business days.

OFFICE HOURS: The best way to reach me quickly is by email [venugopal@uttyler.edu](mailto:venugopal@uttyler.edu). Generally, I return emails within two business days. I am available by appointment via zoom conference. Please avoid leaving voice message on office phone.

Class Dates: Mar 4, 2024- Apr 27, 2024

Census Date: March 8, 2024

Last day to withdraw is April 8, 2024

(Please check the academic calendar for any changes in the dates)

#### COURSE OBJECTIVES:

The course focuses on

- Analyzing Seven Pillars of Servant Leadership to evolve and implement the competencies and behaviors of servant leadership
- Learn how to integrate specific servant leadership principles and skills into business culture and policies.
- Reflections on servant leadership from successful servant leaders in the local community (Analyzing interviews on Servant Leadership). The purpose of this exercise is for participants to know about the real leaders who serve others and who change the lives of fellow community members
- Learn about critical traits, priorities, practices, and principles that help servant-leaders succeed in achieving great relationships and results.
- 8 Trends driving business growth and success in the new economy

#### TEACHING METHOD:

Various methods shall be used to help the student master the material, including recorded lectures, PowerPoints, videos, and homework assignments.

## CANVAS:

An online “class interface” for this course is available through Canvas. Canvas allows you 24-hour access to course materials, announcements, grades, and other information. It will facilitate easy communication with fellow students and the instructor.

## EVALUATION:

### Grade Determination

Discussion	60
Quizzes	190
Exams	250
<b>Total</b>	<b>500</b>

### Grade

<b>Grade</b>	<b>%</b>	<b>In points</b>
A	90 – 100%	450 and above
B	80 – 89.9%	400- 449
C	70 – 79.9%	350- 399
D	60 – 69.9%	300-349
F	0 – 59%	Less than 300

## HOMEWORK

Homework will be assigned and submitted via Canvas. For consistency, all homework is due Sunday at 9 pm of the appropriate week except the last week of the class. See the class schedule below for due dates. Homework is not timed, so please take time to complete it correctly. Only one attempt is allowed for all homework

## INTRODUCTION DISCUSSION

Because this is an online class, it isn't easy to dialogue with classmates. So I created a discussion board to let you know each other. This is not graded.

Discussions except introduction discussion are graded

## EXAM POLICY:

This class will have two exams and be given through Canvas. Each exam will consist of materials covered in the textbook. Exams are timed, and you have one attempt to

complete the exam. Exams are primarily true or false and multiple-choice questions. The exams will be administered through the Respondus Lockdown browser. Note that all exams are online via Canvas. Check the class schedule for more details.

**MAKEUP POLICY:**

There are no makeup exams. If you miss an exam, then you will be given a zero. If you must be absent due to a University sanctioned event, you are responsible for notifying me with proper documentation and taking the exam early. Carefully review the class schedule and let me know during the first week of class if there are any conflicts. See the University Catalog for additional information on University sanctioned absences.

**CLASS SCHEDULE:**

This syllabus provides a general plan/schedule for this course. Based on the instructor's discretion, deviations from the syllabus may be necessary. You will be given sufficient notice before any changes are made to the syllabus. Notice that all assignments except the final are due on Sunday at 9 pm CST. It is helpful to print and post this schedule as a reminder.

<i><b>Wk #</b></i>	<i><b>Date</b></i>	<i><b>Topic</b></i>	<i><b>Readings</b></i>	<i><b>Assignments are due at 9 pm CST on Sundays except for the final examination</b></i>
1	3/4-3/10	Discussion Video Tom Mullins	Watch the discussion Video on Servant Leadership- Tom Mullins	Self-Introduction discussion (Non-Graded) Discussion on Mr. Mullin's servant Leadership opens on 3/4 and is due on 3/10 at 9 pm ( Graded)
		Chapters 1-3 Pandemic Inc	The Situation Pandemic Trend 1: Self Sufficiency	
		Servant Leadership - Introduction	Servant Leadership - Introduction	Quiz on chapters 1-3 from Pandemic Inc  Quiz on Servant Leadership - Introduction

2	3/11-3/17	Chapters 4-7 Pandemic Inc	Pandemic Trend 2: Analytics Pandemic Trend 3: Liquidity Pandemic Trend 4: Virtualization Pandemic Trend 5: Automation	Quiz on Pandemic Trend 2-5  Quiz on Seven Pillars of Servant Leadership Part 1  Discussion on Ms.Barbara Bass's servant leadership opens on 3/11 and is due on 3/17 at 9 pm ( Graded)
		Seven Pillars of Servant Leadership Part 1	Seven Pillars of Servant Leadership Part 1 Person of Character Put People First Skilled Communicator	
	3/18-3/24	Spring break		
3	3/25-3/31	Chapter 8-11:  Seven Pillars of Servant Leadership Part 2a& 2b  <b>Examination 1</b>	Seven Pillars of Servant Leadership Part 2a Compassionate Collaborator Foresight Seven Pillars of Servant Leadership Part 2b Systems Thinker Moral Authority  Chapters 8-11 Pandemic Trend 6: Government Pandemic Trend 7: Exponential thinking Pandemic Trend 8: Decentralization Embracing disruptive innovation	Quiz on chapters 8-11 Pandemic Inc. due on 3/31 at 9 pm  Seven Pillars of Servant Leadership Part 2a& 2b due on 3/31 at 9 pm  <b>Examination 1 covers Pandemic Inc. 1-11, Servant Leadership, Introduction, Parts 1, 2a, and 2b due on 3/31 at 9 pm</b>
4	4/1-4/7	Discussion on Mr.Beck's servant Leadership opens on 4/1 and is due on 4/7 at 9 pm ( Graded)	<b>Part One</b> <b>Fundamentals of Servant Leadership</b> <b>1. What Is Servant Leadership?</b> Ken Blanchard <b>2. Characteristics of Servant Leaders</b> Larry C. Spears <b>3. Servant Leadership Is Conscious Leadership</b>	<b>Quiz on Part 1 from the book Servant Leadership in Action: How You Can Achieve Great Relationships and Results ends on 4/7</b>

		<p>Servant Leadership in Action :How You Can Achieve Great Relationship and Results - Part 1</p>	<p>Raj Sisodia  4. <a href="#">Servant Leadership at the Speed of Trust</a>  Stephen M. R. Covey  5. <a href="#">Great Leaders SERVE</a>  Mark Miller  6. <a href="#">Servant Leadership: What Does It Really Mean?</a>  Mark A. Floyd  7. <a href="#">Servant Leaders Create a Great Place to Work for All</a>  Michael C. Bush  8. <a href="#">The Leader as Shepherd</a>  Holly Culhane  9. <a href="#">The Evolution of Servant Leadership</a>  Simon Sinek</p>	<p>Discussion on Mr.Beck’s servant Leadership opens on 4/1 and is due on 4/7 at 9 pm ( Graded)</p>
5	4/8-4/14	<p>Servant Leadership in Action: How You Can Achieve Great Relationships and Results -Part 2</p>	<p>Part Two  Elements of Servant Leadership  10. <a href="#">One Question Every Servant Leader Should Ask</a>  Marshall Goldsmith  11. <a href="#">In the Service of Others: When Leaders Dare to Rehumanize Work</a>  Brené Brown  12. <a href="#">Servant Leaders Celebrate Others</a>  Tom Mullins  13. <a href="#">The Servant Leader’s Focus</a>  James Ferrell  14. <a href="#">What You See Determines How You Serve</a>  Chris Hodges  15. <a href="#">Compassion: The Heart of Servant Leadership</a>  Craig Groeschel  16. <a href="#">How to Spot Ideal Team Players</a>  Patrick Lencioni  17. <a href="#">The Servant Leader Identity</a>  Laurie Beth Jones  18. <a href="#">The Four Corners of the</a></p>	<p><a href="#">Quiz on Part 2 from the book Servant Leadership in Action : How You Can Achieve Great Relationships and Results</a> ends on 4 /14</p>

			<p>Leader's Universe Henry Cloud</p>	
6	4/15-4/21	<p>Servant Leadership in Action : How You Can Achieve Great Relationships and Results - Part 3 &amp;5</p>	<p>Part Three</p> <p>Lessons in Servant Leadership</p> <p>19. Finding Your Voice James M. Kouzes and Barry Z. Posner</p> <p>20. A Lesson from My Father: Washing Feet Phyllis Henneccy Hendry</p> <p>21. The Puddle Is Not the Problem Neal Nybo</p> <p>22. Five Army-Tested Lessons of Servant Leadership Jeffrey W. Foley Jeffrey W. Foley</p> <p>23. A Baptism of Leadership Erwin Raphael McManus</p> <p>24. Little Things and Big Things Jon Gordon</p> <p>25. In Praise of Followership Margie Blanchard</p> <p>Part Five</p> <p>Putting Servant Leadership to Work</p> <p>33. Treat Your People as Family Colleen Barrett</p> <p>34. Developing and Using Servant Leadership in the Military Robin Blanchard</p> <p>35. Leading Is Serving Dave Ramsey</p> <p>36. Serving from an HR Perspective Shirley Bullard</p> <p>37. It's How You Treat People James H. Blanchard</p>	<p>Quiz on Part 3 from the book Servant Leadership in Action : How You Can Achieve Great Relationships and Results ends on 4 /21</p> <p>Quiz on Part 5 from the book Servant Leadership in Action:How You Can Achieve Great Relationships and Results ends on 4 /21</p>

7	4/22-04/28			<p style="text-align: center;"><b>The final examination on Part 1,2,3 &amp; 5 is due on April 24, 2024, at 9 pm ( Final test only include four parts- Part 1,2,3 &amp; 5 from the book Servant Leadership in Action : How You Can Achieve Great Relationship and Results</b></p>
<p style="text-align: center;"><b>The final examination on Part 1,2,3 &amp; 5 opens on 4/10 and is due on April 24, 2024, at 9 pm (Final examination only include 4 parts from the book Servant Leadership in Action: How You Can Achieve Great Relationship and Results</b></p>				

**UT Tyler Policies**

<https://www.uttyler.edu/academic-affairs/files/syllabuspolicy.pdf>

**UT Tyler Honor Code**

Every member of the UT Tyler community joins together to embrace: Honor and integrity that will not allow me to lie, cheat, or steal, nor to accept the actions of those who do.

**Students Rights and Responsibilities**

To know and understand the policies that affect your rights and responsibilities as a student at UT Tyler, please follow this link:

<http://www.uttyler.edu/wellness/rightsresponsibilities.php>

**Campus Carry**

We respect the right and privacy of students 21 and over who are duly licensed to carry concealed weapons in this class. License holders are expected to behave responsibly and keep a handgun secure and concealed. More information is available at

<http://www.uttyler.edu/about/campus-carry/index.php>

**UT Tyler a Tobacco-Free University**

All forms of tobacco will not be permitted on the UT Tyler main campus, branch campuses, and any property owned by UT Tyler. This applies to all members of the



University community, including students, faculty, staff, University affiliates, contractors, and visitors.

Forms of tobacco not permitted include cigarettes, cigars, pipes, water pipes (hookah), bidis, kreteks, electronic cigarettes, smokeless tobacco, snuff, chewing tobacco, and all other tobacco products. There are several cessation programs available to students looking to quit smoking, including counseling, Quitline's, and group support. For more information on cessation programs please visit [www.uttyler.edu/tobacco-free](http://www.uttyler.edu/tobacco-free)

## **Grade Replacement/Forgiveness and Census Date Policies**

Students repeating a course for grade forgiveness (grade replacement) must file a Grade Replacement Contract with the Enrollment Services Center (ADM 230) on or before the Census Date of the semester in which the course will be repeated. Grade Replacement Contracts are available in the Enrollment Services Center or at <http://www.uttyler.edu/registrar>. Each semester's Census Date can be found on the Contract itself, on the Academic Calendar, or in the information pamphlets published each semester by the Office of the Registrar.

Failure to file a Grade Replacement Contract will result in both the original and repeated grade being used to calculate your overall grade point average. Undergraduates are eligible to exercise grade replacement for only three course repeats during their career at UT Tyler; graduates are eligible for two grade replacements. Full policy details are printed on each Grade Replacement Contract.

The Census Date is the deadline for many forms and enrollment actions of which students need to be aware. These include:

Submitting Grade Replacement Contracts, Transient Forms, requests to withhold directory information, approvals for taking courses as Audit, Pass/Fail or Credit/No Credit.

Receiving 100% refunds for partial withdrawals. (There is no refund for these after the Census Date)

Schedule adjustments (section changes, adding a new class, dropping without a "W" grade)

Being reinstated or re-enrolled in classes after being dropped for non-payment

Completing the process for tuition exemptions or waivers through Financial Aid

## **State-Mandated Course Drop Policy**

Texas law prohibits a student who began college for the first time in Fall 2007 or thereafter from dropping more than six courses during their entire undergraduate career. This includes courses dropped at another 2-year or 4-year Texas public college or university. For purposes of this rule, a dropped course is any course that is dropped after the census date (See Academic Calendar for the specific date). Exceptions to the 6-drop rule may be found in the catalog. Petitions for exemptions must be submitted to the Enrollment Services Center and must be accompanied by documentation of the extenuating circumstance. Please contact the Enrollment Services Center if you have any questions.

## **Disability/Accessibility Services**

In accordance with Section 504 of the Rehabilitation Act, Americans with Disabilities Act (ADA) and the ADA Amendments Act (ADAAA) the University of Texas at Tyler offers accommodations to students with learning, physical and/or psychological disabilities. If you have a disability, including a non-visible diagnosis such as a learning disorder, chronic illness, TBI, PTSD, ADHD, or you have a history of modifications or accommodations in a previous educational environment, you are encouraged to visit

<https://hood.accessiblelearning.com/UTTyler> and fill out the New Student application. The Student Accessibility and Resources (SAR) office will contact you when your application has been submitted and an appointment with Cynthia Lowery, Assistant Director of Student Services/ADA Coordinator. For more information, including filling out an application for services, please visit the SAR webpage at <http://www.uttyler.edu/disabilityservices>, the SAR office located in the University Center, # 3150 or call 903.566.7079.

### **Student Absence due to Religious Observance**

Students who anticipate being absent from class due to a religious observance are requested to inform the instructor of such absences by the second class meeting of the semester.

### **Student Absence for University-Sponsored Events and Activities**

If you intend to be absent for a university-sponsored event or activity, you (or the event sponsor) must notify the instructor at least two weeks prior to the date of the planned absence. At that time the instructor will set a date and time when makeup assignments will be completed.

### **Social Security and FERPA Statement**

It is the policy of The University of Texas at Tyler to protect the confidential nature of social security numbers. The University has changed its computer programming so that all students have an identification number. The electronic transmission of grades (e.g., via e-mail) risks violation of the Family Educational Rights and Privacy Act; grades will not be transmitted electronically.

### **Emergency Exits and Evacuation**

Everyone is required to exit the building when a fire alarm goes off. Follow your instructor's directions regarding the appropriate exit. If you require assistance during an evacuation, inform your instructor in the first week of class. Do not re-enter the building unless given permission by University Police, Fire department, or Fire Prevention Services.

### **Student Standards of Academic Conduct**

Disciplinary proceedings may be initiated against any student who engages in scholastic dishonesty, including, but not limited to, cheating, plagiarism, collusion, the submission for credit of any work or materials that are attributable in whole or in part to another person, taking an examination for another person, any act designed to give unfair advantage to a student or the attempt to commit such acts.

“Cheating” includes, but is not limited to:

Copying from another student's test paper;

Using, during a test, materials not authorized by the person giving the test;

Failure to comply with instructions given by the person administering the test;

Using, buying, stealing, transporting, or soliciting in whole or part the contents of an unadministered test, test key, homework solution, or computer program;  
Collaborating with or seeking aid from another student during a test or other assignment without authority;  
Discussing the contents of an examination with another student who will take the examination;  
Divulging the contents of an examination, for the purpose of preserving questions for use by another;  
Substituting for another person, or permitting another person to substitute for oneself to take a course, a test, or any course-related assignment;  
Paying or offering money or other valuable thing to, or coercing another person to obtain an unadministered test, test key, homework solution, or computer program or information about an unadministered test, test key, home solution or computer program;  
Falsifying research data, laboratory reports, and/or other academic work offered for credit;  
Taking, keeping, misplacing, or damaging the property of The University of Texas at Tyler, or of another, if the student knows or reasonably should know that an unfair academic advantage would be gained by such conduct; and  
Misrepresenting facts, including providing false grades or resumes, for the purpose of obtaining an academic or financial benefit or injuring another student academically or financially.  
“Plagiarism” includes, but is not limited to, the appropriation, buying, receiving as a gift, or obtaining by any means another’s work and the submission of it as one’s own academic work offered for credit.  
“Collusion” includes, but is not limited to, the unauthorized collaboration with another person in preparing academic assignments offered for credit or collaboration with another person to commit a violation of any section of the rules on scholastic dishonesty.  
All written work that is submitted will be subject to review by Unicheck, available on Canvas.

### **UT Tyler Resources for Students**

**UT Tyler Writing Center** (903.565.5995), [writingcenter@uttyler.edu](mailto:writingcenter@uttyler.edu)

**UT Tyler Tutoring Center** (903.565.5964), [tutoring@uttyler.edu](mailto:tutoring@uttyler.edu)

**The Mathematics Learning Center**, RBN 4021, this is the open access computer lab for math students, with tutors on duty to assist students who are enrolled in early-career courses.

**UT Tyler Counseling Center** (903.566.7254)