

SYLLABUS – SPRING 2023

COURSE NUMBER MANA 5345

COURSE TITLE Strategic Leadership Processes
INSTRUCTOR Dr. Jennifer "J" Alexander

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OFFICE HOURS By Appointment

CLASS MEETINGS Ref. EMBA Cohort Schedule

I. COURSE OVERVIEW

Exceptional leadership is built on a foundation of competencies, critical thinking, and judgment. This course provides an outline of critical moves and tools to lead and instruct with influence. It introduces four cornerstones and 16 competencies that provide the framework needed to gain knowledge and personal empowerment and provide guidance for exceptional healthcare leaders.

II. CATALOG DESCRIPTION

MANA 5345 Strategic Leadership Processes: Focuses on leadership and development issues addressed by members of the top management team and other upper-level managers. Topics include coordination between and among units, managerial control systems, and the development of management talent within the firm. https://uttyler.smartcatalogiq.com/en/2020-2021/Catalog/Courses/MANA-Management/5000/MANA-5345

REQUIRED TEXT

Dye, C. F., & Garman, A. H. (2015). *Exceptional Leadership: 16 Critical Competencies for Healthcare Executives* (2nd ed.). Chicago, IL: Health Administration Press.

ISBN: 978-1-56793-673-5

Discussion articles and other supplemental content will be posted on Canvas

III. STUDENT LEARNING OUTCOMES

This course will give students competencies that will guide and direct them toward becoming exceptional healthcare leaders. This course will use lectures, case studies, group interactions, and deep discussions to promote the application of competencies with interactive examples.

- > To gain in-depth knowledge on cultivating self-awareness: leading with conviction, understanding emotional intelligence, and the impact on healthcare organizations.
- > To developing a compelling vision: the ability to articulate vision and earning trust and loyalty.



- To understand the fundamentals of being authentic: listening attentively, providing honest and open feedback, mentoring, developing high performance teams, and energizing staff.
- To participate in discussions on masterful execution: generating informal power, building a true consensus, mindful decision making, driving results, stimulating creativity, and cultivating adaptability.

IV. SOULES COLLEGE OF BUSINESS CORE VALUES

Professional Proficiency Technological Competence Global Awareness Social Responsibility Ethical Courage

V. GRADING POLICY

Grade Distribution	
Lead the Discussion & Participation	100 points
Mini-Assignments	20 points
Case Study Reflection	40 points
Final Presentation	40 points

Grade Scale		
Α	Ш	180 - 200
В	=	160 - 179
С	=	140 - 159
D	=	120 - 139

VI. ATTENDANCE/WEEKEND MAKE-UP POLICY

The Executive MBA Healthcare Management program is a face-to-face weekend cohort model. It is expected that executive students will be present face-to-face in COB 321 on the outlined weekends. In some cases, extenuating circumstances may warrant special accommodations to be made between the student and faculty member. Students are expected to contact and receive prior approval from the faculty member.

With prior approval, accommodations may be arranged for a student to attend class via Zoom if they cannot attend face-to-face. In this circumstance, the student is expected to be prepared to contribute and engage in the class as if they were attending in person. The instructor will not disrupt or distract from the face-to-face dynamics of the classroom to make such an accommodation but will try to provide a similar experience online for the remote student(s).

If attending via Zoom is not an acceptable alternative; however, the student and faculty member may agree upon a substitute assignment to explore the topics covered in the class session.

*Please note that attending virtually may affect a student's attendance and participation grade.

VII. CONTENT

The use of Grammarly or another proofreading software is <u>highly</u> recommended. The articulation and presentation of oral and written interactions constitute the expectation of a master's level student.

PowerPoint Slides – PowerPoint slides will be posted for each chapter covered in the course and should be used as a supplement, not a substitution for chapter reading.



Mini-Assignments - 5 points each

The Mini-Assignment is a method to delve a bit further into your leadership style. It is a means to put pen to paper and convey the "why" and "how" of your leadership. Answer the queries/reflections in Canvas for full points.

Lead the Discussion – 20 points each

"Lead the Discussion" will take place during class time on questions from the readings. Various methods will be used to randomly select the student chosen to lead the discussion, so all students should come to class prepared for the responsibility of leading a conversation that responds to the discussion questions for each of the readings. Further, the rest of the class will continue the discussion with their own reflections, interpretations, experiences, and answers to continue and enrich the learning environment.

Each question will be discussed for 20-30 minutes of the class session, so an in-depth exploration of the questions is expected. In the allotted time, every student will have an opportunity to share and should seek places in the conversation to contribute to the conversation. The discussion questions are located in Canvas.

Lead the Discussion Rubric

Criteria/Points for leading the discussion and subsequent responses.	4 Mastered Concept	3 Meets Expectations	2 Needs Some Improvement	1 Needs Improvement	0 Doesn't Meet Standards
Initial evidence of thought- provoking response(s) with a comprehensive understanding of discussion questions.					
Each discussion question is answered fully and comprehensively, with the student demonstrating content knowledge.					
An invitation to continue the conversation is offered.					
The depth and relevancy of responses to other students' contributions includes examples and content-related comprehension.					
Discussion and debate remain courteous, thoughtful, civil, and respectful.					



Case Study Reflection - 40 points

A leadership-focused scenario-based case study will be presented in class for interactive discussion and critical thinking as a group learning activity. Following the in-class work with the case study, each student will submit a mini paper/reflection paper whereby they provide an executive summary of their analysis and take a position on the case. The expectation is that students will support their decision with critical thinking using data, facts, and/or conceptual frameworks, perhaps with additional research to support the conclusion. The paper will be limited to 3 pages, double-spaced (not including references or title page) in Times Roman with 1" margins using <u>APA</u> style writing and appropriate *reference citations*. The paper should be clear, specific, and concise. The completed paper is due on **Friday, March 17th, at 11:59 CT.**

Criteria	8 Mastered Concept	6 Meets Expectations	4 Needs Improvement	2 Doesn't Meet Standards
Analysis & Reflection Demonstration of organization of ideas, critical thinking and executive decision-making abilities. Evidence of weighing competing priorities or information and re- examining initial, reactive thinking.	·			
Support and Content Proficient use of the in-class materials and other additional resources to provide support for the arguments made/positions taken.				
Conclusion A clear and definitive position is taken on the case with supporting evidence. Logical connection between argument and the final conclusion.				
Grammar & Style Appropriate grammar is utilized. Logical flow to argument is present. Appropriate citation (APA).				
Overall Delivery Well-formed discussion and content with relevant information presented.				



Final Presentations 40 points

Using the competency and content from the readings, case studies, and other sources, students will present a 10–15-minute presentation based on their assigned competencies. The anticipated outcome is to demonstrate your knowledge of exceptional leadership, leveraging your competencies and applying them to real-world situations with examples, data, and the use of critical thinking. Collegial feedback is required for your classmates' presentations. The PowerPoints will be due on **Thursday, April 13th** at 11:59 pm and presented during class on Saturday, April 15th.

Criteria	8 Mastered	6 Meets Expectations	4 Needs Improvement	2 Doesn't Meet Standards
Content Selection of topic and relevant examples selected. Overall content of competency presented				
Presentation Flow Suitable introduction and flow throughout the presentation with consistency of ideas between topics				
Time & Tempo Appropriate speed of presentation. Smooth articulation of material				
Source Usage (textbook, articles, etc.) Extracting examples using sources and referencing to real life examples that supports mastery of competency selected				
Delivery Engaged audience, personal appearance, eye contact, body language, enthusiasm/energy, posture, effective use of visual aids. Overall confidence at the level of a subject matter expert				



VIII. CALENDAR

Week	Content & Chapters	Class Dates	Due
1	Well Cultivated Self-	January 21, 2023 Saturday 10am-4pm	Mini-Assignment
	Awareness		Due: Wed, Jan 25 11:59pm
	Chapter 1 & Chapter 2		
2	Compelling Vision	Feb 3, 2023 Friday: 5p - 9p	Mini-Assignment
	Chapter 3, Chapter 4,	Feb 4, 2023 Saturday 8am -10am	Due: Wed, Feb 8 th 11:59pm
	Chapter 5		
3	A Real Way with People	Feb 18, 2023 Saturday 10am-4pm	
	Chapter 6, Chapter 7,		
	Chapter 8		
4	A Real Way with People	March 3, 2023 Friday: 5p - 9p	Mini-Assignment
	- continued	March 4, 2023 Saturday 8am -10am	Due: Wed, March 8 th 11:59pm
	Chapter 9, Chapter 10,		
	Chapter 11		Case Study Reflection
			Due Fri, Mar 17
5	Masterful Execution	March 25, 2023 Saturday 10am-4pm	
	Chapter 12, Chapter 13,		
	Chapter 14		
6	Masterful Execution -	March 31, 2023 Friday: 5p - 9p	Mini-Assignment
	continued	April 1, 2023 Saturday 8am -10am	Wed, April 4th 11:59pm
	Chapter 15 & Chapter		
	16		
7	Presentations	April 15, 2023 Saturday 10am-4pm	Due Thurs, April 13th 11:59pm

Week	1 Dr. Alexander & Dr. McCann Conviction & Emotional Intelligence January 21, 2023
Learning	Assigned Activities
Outcomes Understand what is leading with conviction and why is it important? How highly effective leaders lead with conviction. What is emotional intelligence, and what role does it play in the healthcare professional?	Please complete prior to first class: StrengthsFinder Assessment Mini-Assignment: See Canvas for specifics: Due: Wednesday, January 25 at 11:59 p.m. Readings & Class Discussion Questions: Competency 1: Leading with Conviction Meister et al., 2020: What is your leadership origin story? Which of the four lenses do you identify and why. Sluss, 2020: Stepping into a leadership role? Be ready to tell your story. Create a three sentence "new leader pitch" for the job you have now or your dream job. Competency 1: Leading with Conviction Ibarra, H., & Lineback, K. (2005). What's your story? Harvard Business Review. As a leader it is important to communicate your story. What are some of the best origin stories that stand out to you? What do you think is a particular important theme? Competency 2: Emotional Intelligence Smith et al., 2020: The best managers balance analytical and emotional intelligence. What modus operandi do you use first: analytic or empathetic network? Which one do you need to work on more, provide an example. Dye & Garman, 2014: Exceptional Leadership: Chapter 2 Do you think investing time in self-reflection and self-assessment is wise? Why or why not?
	O How does your emotional intelligence help you in your work? Provide two examples.

Week 2 Dr. Alexander Vision, Trust, & Loyalty February 3 rd & 4th, 2023
Learning Outcomes Assigned Activities
 Understand the capacity to develop vision both as a leader and a collaborative group. Examine the impact of this skillset as well as developing your Mini-Assignment: See Canvas for specifics: Due: Wed, February 8th at 11:59 p.m. Readings & Class Discussion Questions: Competency 3: Developing Vision Dye & Garman, 2014: Exceptional Leadership: Chapter 3 What is your vision statement and why is it important? Provide two examples to substantiate your vision.
 own unique perspective. Describe how communicating a compelling vision can move an organization. The pros and cons of effective vision Johnson, 2020: Do the U.S.'s big four tech companies have a vision for the future? Do you think the big four companies anticipated the future and the rapid state of change and monopoly? Why or why not? What do think is the driving vision for the next decade and how will this impact healthcare? Competency 4: Communicating Vision Carton, 2015: People remember what you say when you paint a picture.
communication. • Identify a leader's ability to develop and communicate a vision, but how to earn and gain • Stories that carry image-based language are beneficial when describing a situation, a call to action, or a vision. Rewrite your vision statement in illustrative terms that communicates your long-term professional goals. • Dye & Garman, 2014: Exceptional Leadership: Chapter 4 1. Name someone you feel compelled to listen to when he/she speaks. What is it about his/her style that makes you feel this way?
trust to follow through challenging times. Discuss the competency of trust; when trust is lost, and how to repair when it is damaged. Competency 5: Earning Trust & Loyalty Ryan, 2022: How business can build and maintain trust. 1. Which key takeaway do you think establishes trust? Do a Google search and find a peer reviewed article (i.e., Google Scholar) and use that information to back up your statement. Don't forget to cite the source. Dye & Garman, 2014: Exceptional Leadership: Chapter 5 1. Read the case study (pg. 53) at the beginning of the chapter. What factors lead us to realize Don is losing people's trust?
2. Read "Consider This" (pg. 63 at the bottom). Lead the Discussion Questions: Each student must attend class fully prepared to "Lead the Discussion" for each

	Week 3 Dr. McCann Listening, Feedback & Mentoring February 18, 2023
Learning	Assigned Activities
Outcomes	
 Reflect on the 	
skill of	Case Study Reflection - See Canvas for specifics: Due: Friday, March 17th at 11:59 p.m.
listening and	
determine how	Readings & Class Discussion Questions:
to better utilize	
this common –	Competency 6: Listening Like You Mean It
but typically	■ Dye & Garman, 2014: Exceptional Leadership: Chapter 6
underleveraged	o Reflect on the conversations you've had over the last week. Where could
– skill as a leader.	you have listened more effectively? What lessons from the chapter could
Examine the	you apply to your next conversation with person or team?
elements of	 Nichols & Stevens, 1957: Listening to People. Listening has been a leadership competency of focus for decades (maybe
effective	 Listening has been a leadership competency of focus for decades (maybe forever?). What makes effective listening harder now than ever before?
feedback loops	forever!). What makes effective listening harder now than ever before!
and apply the	Competency 7: Giving Great Feedback
keys of giving	Dye & Garman, 2014: Exceptional Leadership: Chapter 7
great feedback	What has been the most important professional feedback you've received?
to the role of	What made it particularly meaningful?
leadership.	 Kaplan-Moss, 2021: Positive feedback is different from praise.
Discuss the	https://jacobian.org/2021/may/12/praise-vs-positive-feedback/
content and	Schaerer & Swaab, 2019: Are you sugarcoating your feedback without realizing it?
benefit of	https://hbr.org/2019/10/are-you-sugarcoating-your-feedback-without-realizing-it
mentorship	■ Eikenberry, n.d.: The forgotten key to effective feedback.
and explore	https://kevineikenberry.com/leadership/the-forgotten-key-to-effective-feedback/
how mentoring	
and being	Competency 8: Mentoring
mentored fit	■ Dye & Garman, 2014: Exceptional Leadership: Chapter 8
into a	• What commitments are you willing to make to mentorship, both as a
leadership profile.	mentor and a mentee? Be specific about actions you're willing to take and why that action makes sense for you.
prome.	 HBR, 2022: Why your mentoring program should be mandatory.
	o How do the lessons from Microsoft's mentoring programs apply to your
	own organization and the healthcare context?
Lead the Discussion	Ouestions: Fach student must attend class fully prepared to "Lead the Discussion" for each

Week	4 Dr. Alexander High Performing Teams, Energizing Staff & Power March 3 rd & 4 th , 2023
Learning	Assigned Activities
Outcomes	
 Evaluate how developing 	Mini-Assignment: See Canvas for specifics: Due: Wed, March 8th at 11:59 p.m.
high performing	Readings & Class Discussion Questions:
teams will be	Competency 9: Developing High Performing Teams
utilized in	■ Dye & Garman, 2014: Exceptional Leadership: Chapter 9
healthcare and	 Evaluate your team's performance on a project in which you participated. How successfully did the team support the "teaming" concept? Was
population health.	cohesion fostered and mutual accountability illustrated? What measures were made to prevent the formation of cliques, the ambiguity of positions, and the
 Identify how 	escalation of emotions?
to energize	Friedman, 2021: 5 Things High-Performing Teams Do Differently
staff, and	o Post pandemic, teams struggle with connectivity. Provide two examples of
define its	how you foster connectivity in the workplace.
importance.	G
Distinguish	Competency 10: Energizing Staff
the variance	■ Dye & Garman, 2014: Exceptional Leadership: Chapter 10
between	o What is energizing staff, and why is it indispensable? Why is a sense of
having a	humor beneficial for productivity? Exceptional leaders are cognizant of the
sense of	staff's enthusiasm; how can they sustain it?
humor and	 Rimm, 2013: Tips for Energizing Your Exhausted Employees
the results on	 Create a five-question survey that you would send to coworkers/colleagues
productivity.	to determine their level of energy versus fatigue at work.
Identify the	
different	Competency 11: Generating Informal Power
types of	 Dye & Garman, 2014: Exceptional Leadership: Chapter 11
power and its	o Reflect on your use of informal power. Where do you use informal influence
influence.	to your advantage and disadvantage?
Examine the	 Krackhardt & Hanson, 1993: Informal Networks – The Company Behind the Chart
dynamics of	o Informal networks are not the same as an organizational chart. Some would
power and	argue that the network map and its branches are how work really gets done.
politics in	Create two personal diagrams (3 to 10 people): one for advice and one for
healthcare	trust. How do they compare? What have you done in your profession to
organizations.	maneuver within hierarchies to accomplish a necessary task when you lacked
	the authority to command it?
Load the Disaussie	On Questions: Each student must attend class fully prepared to "I ead the Discussion" for each

	Week 5 Dr. McCann Consensus, Decision-Making & Results March 25 th , 2023
Learning	Assigned Activities
Outcomes	
 Define what it 	
means to	Readings & Class Discussion Questions:
build	
consensus	Competency 12: Building True Consensus
and explore	 Dye & Garman, 2014: Exceptional Leadership: Chapter 12
how and	 Exceptional leaders must balance building true consensus with making swift
when leaders	decisions. What are 3 guidelines or rules you would set for yourself as a
use	leader for when it's best to build true consensus?
consensus-	Graham, 2022: Addition vs. subtraction.
building.	https://mollyg.substack.com/p/addition-vs-subtraction
• Evaluate the	On your own team, what should you "subtract" to build true consensus?
elements of	
decision-	Competency 13: Mindful Decision Making
making and	Dye & Garman, 2014: Exceptional Leadership: Chapter 13
determine	o Consider a large, upcoming decision you are faced with. What is your
where to	decision-making approach to this situation? What is at stake in the decision?
apply more mindful	What are the risk/rewards of your option(s)? What do you still need to
critical	explore in order to decide? Bazerman & Chugh, 2006: Decisions without blinders.
thinking.	- Bazerman & Chugh, 2000. Decisions without offinders.
Understand	Competency 14: Driving Results
the role of	Dye & Garman, 2014: Exceptional Leadership: Chapter 14
leaders in	Leaders who set performance goals and expect team members to execute
performance	without direction are rarely successful. What should a leader look for to
and results.	diagnose a problem with team performance? Once a leader sees those
Identify how	indicators, what can they do to intervene to help the team move ahead?
a leader can	 Mortensen & Gardner, 2022: Leaders don't have to choose between compassion and
best influence	performance.
team and	o Think of an example of a leader who balanced compassion with driving
organizational	results. What did they do to convey compassion and high-performance
outcomes.	standards?

_	Assigned Activities
Learning Outcomes How extraordinary leaders inspire imagination and an optimistic outlook. Examine the distinction between incremental change and innovation as a whole. Understand the different leadership styles and	Mini-Assignment: See Canvas for specifics: Due: Wed, April 5th at 11:59 p.m. Readings & Class Discussion Questions: Competency 15: Stimulating Creativity Dye & Garman, 2014: Exceptional Leadership: Chapter 15 Think about a project you were involved in at work, school, or in your community. What do you consider were some of the more creative aspects of this project? Did you or anyone in your group bring up any creative, outside-the-box ideas that were not used? Do you think these ideas were silenced by the group, by the leader, or by consensus? Pistrui, 2018: The Future of Human Work is Imagination, Creativity, and Strategy The use of artificial intelligence in healthcare is necessary to help shift manual tasks to automation. With the reduction in workforce, how do you think technology will help in the future? Do a Google search and find a peer reviewed article (i.e., Google Scholar) and use that information to back up your statement. Don't forget to cite the source.
adaptations.	 □ Dye & Garman, 2014: Exceptional Leadership: Chapter 16 ○ How comfortable are you with leading people to look at problems with fresh eyes? What approaches can you, as a leader, use to get people out of their ruts? ■ Mankins, 2022: In Uncertain Times, the Best Strategy is Adaptability ○ Willingness to adapt was paramount after the pandemic. How would you respond to Steven Hawking's quote about intelligence and adapting? Share a life experience that backs up your stance. ■ Ferrazzi & Zohar, 2022: The Future is Uncertain. Here's How to Ensure Your Team Can Adapt. ○ Which of the four ways to build adaptable teams would be easiest for you to implement? Which of the 16 leadership competencies would you use? Share two examples of how you would create adaptable teams.

Learning	Assigned Activities
Outcomes	
Evaluate a particular leadership competency and apply to the healthcare context	Using the competency and content from the readings, case studies and other sources, students will present a 10–15-minute presentation based on their assigned competencies. The anticipated outcome is to demonstrate your knowledge of exceptional leadership usin the competencies and apply it to real-world situations with examples, data, and use of critical thinking. Collegial feedback is required for your classmates' presentations.

IX. **COHORT WEEKENDS** SPRING 2023

- EMBA 5361 Issues in the American Healthcare System
- MANA 5345 Strategic Leadership Processes

Week 1, 3, 5, 7			
Friday [EMBA 5361]	Saturday [EMBA 5361]	Saturday [MANA 5345]	
5:00pm – 9:00pm	8:00am-10:00am	10:00am-4:00pm	
Week 2, 4, 6			
Friday [MANA 5345]	Saturday [MANA 5345]	Saturday [EMBA 5361]	

X. Cohort Meeting Dates

- January 20-21, 2023
- February 3-4, 2023
- February 17-18, 2023
- March 3-4, 2023
- March 24-25, 2023
- March 31-April 1, 2023
- April 14-15, 2023

XI. ONLINE CLASS RESOURCES

- <u>Grammarly</u> is *highly* recommended to spot common writing mistakes.
- <u>Purdue Owl</u> offers free APA citation support to ensure that original content is cited correctly.
- Google Scholar a free search engine for peer-reviewed articles to substantiate academic content
- <u>UT Tyler Library</u> a free search engine for articles, books, etc.
- Perrla is a formatting software that helps with APA format and citations.

XII. UNIVERSITY POLICIES

HTTPS://WWW.UTTYLER.EDU/ACADEMIC-AFFAIRS/FILES/SYLLABUS_INFORMATION_2021.PDF