



**Health, Safety  
Security & Environment**



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# Course: The Successful Healthcare Supervisor

Code	City	hotel	Start	End	price	Hours
339	Amman (Jordan)	Hotel Meeting Room	2024-09-08	2024-09-12	2950 €	25

## Introduction

This course is a "must attend" to supervisors and middle managers, those with or without formal training in management, and potential supervisors. Much of what appears in this course is applicable to all kinds of business organizations, but much of the material reflects the unique character of the healthcare organization. It covers a wide range of relevant and important topics.

## Course Objectives

**On Completion of this course you should be able to:**

- Identify the dimensions in which the healthcare manager's work environment is changing most significantly, and develop an awareness of the major factors contributing to the evolution of the manager's role.
- Review the principal paradigm shifts that are contributing to major change in the management and delivery of healthcare.
- Develop an awareness of the major changes brought by the advent of managed care and the impact of the Balanced Budget .
- Review the changes in the managerial role that have occurred in recent years, and offer some projections about future changes in how healthcare managers will approach their work.
- Appreciate the importance of flexibility and adaptability as significant determinants of managerial success.
- Explore supervision and management topics, as proven, hands-on, practical applications of both classic and current management principles in the healthcare setting.
- Build or reinforce your management skills and meet the never-ending challenges that one may face daily by applying strategies, techniques, and tools.
- Deals with the fundamentals of management from the unique context of the healthcare organization

## Course Outline

### The Setting

### An Evolving Role in a Changing Environment

- Situation: Reinventing the Healthcare Organization
- The (Whirl)Winds of Change



- A Whole New Environment
- Organizational Priority Number One: The Bottom Line
- Then Came Reengineering
- Can We “Reinvent” The Hospital?
- The Managed Care “Solution”
- The Balanced Budget
- Healthcare Paradigms and Their Effects
- Marketing Health Care
- The Evolving Role of the Healthcare Manager
- Job Security in the New Environment
- Exercise: Responding to External Pressure

### **Health Care: How is it Different from “Industry”?**

- Situation: The Case of the Stubborn Employee, or, “It Isn’t in the Job Description”
- Process Versus Environment
- Identifying the Real Differences
- Healthcare Settings
- Implications for Management
- Returning to “The Stubborn Employee”
- A Word about Quality
- External Pressure: An Area of Continuing Concern
- Your Supervisory Approach
- Exercise: Where Does Your Department Fit?

### **The Nature of Supervision: health Care and everywhere**

- Situation: Paid to Make Decisions?
- Born to Work or Watch?
- The Supervisor’s Two Hats
- The Peter Principle Revisited
- The Working Trap
- Nothing to Do?
- The Responsibilities of Healthcare Management
- The Nature of Supervision
- Truly Paid to Make Decisions?
- Questions for Review and Discussion
- Exercise: Your Two Hats

### **Management and Its Basic Functions**

- Situation: A Tough Day for the New Manager



- Definitions, Titles, and Other Intangibles
- Introducing the Basic Management Functions
- Management Functions in Brief
- Planning
- Organizing
- Directing
- Coordinating
- Controlling
- The Management Functions in Action
- Emphasis
- Processes Versus People
- Questions for Review and Discussion
- Case: Balancing the Functions

## **The Supervisor and Self**

### **Delegation and empowerment: Forming Some good habits**

- Situation: Delegation for the Wrong Reasons, or “If You Want Something Done Right. ”
- Taken for Granted
- The Nature of Delegation
- What about “Empowerment”?
- Why Delegate?
- Failure to Delegate
- Looking Upward as well as Downward: The Personal Approach to Delegation
- The Pattern: The Nuts and Bolts of Delegation
- “If You Want Something Done Right. . .”
- Authority and Responsibility
- Freedom to Fail
- Building the Habit
- Exercise: To Whom Should You Delegate?

### **Time Management: expanding the Day without Stretching the Clock**

- Situation: The Manager and the Sales Representative
- Time and Time Again
- Why Become More Time Conscious?
- The Time Wasters
- The Time Savers
- Time Management and Stress Management: Inseparable Activities
- Time-Wasting Pressures and the Supervisor’s Response
- The Unrenewable Resource



- Case: Ten Minutes to Spare?

### **Self-Management and Personal Supervisory Effectiveness**

- Situation: The Case of the Vanishing Day
- It Starts with You
- Initiative
- Barriers to Effectiveness
- Organization
- Individual Planning and Goal Setting
- The Increasing Importance of Prioritizing
- Stress and the Supervisor
- Effective Use of Time
- How Well Suited Are You to the Supervisory Role?
- Exercise: The Effectiveness Checklist

### **The Supervisor and The Employee**

#### **Interviewing: Start Strong to Recruit Successfully**

- Exercise: Potential Interview Questions?
- The Manager and the Interview Candidates: Outside and Inside
- Preparing for the Interview
- Guidelines for Questioning
- The Actual Interview
- Follow-up
- Role-Play: Would You Hire This Person?



**The Scandinavian Academy employs modern methods in training and skills development, enhancing the efficiency of human resource development. We follow these practices:**

- **Theoretical Lectures:**
  - We deliver knowledge through advanced presentations such as PowerPoint and visual materials, including videos and short films.
- **Scientific Assessment:**
  - We evaluate trainees skills before and after the course to ensure their progress.
- **Brainstorming and Interaction:**
  - We encourage active participation through brainstorming sessions and applying concepts through role play.
- **Practical Cases:**
  - We provide practical cases that align with the scientific content and the participants specific needs.
- **Examinations:**
  - Tests are conducted at the end of the program to assess knowledge retention.
- **Educational Materials:**
  - We provide both printed and digital scientific and practical materials to participants.
- **Attendance and Final Result Reports:**
  - We prepare detailed attendance reports for participants and offer a comprehensive program evaluation.
- **Professionals and Experts:**
  - The programs scientific content is prepared by the best professors and trainers in various fields.
- **Professional Completion Certificate:**
  - Participants receive a professional completion certificate issued by the Scandinavian Academy for Training and Development in the Kingdom of Sweden, with the option for international authentication.
- **Program Timings:**
  - Training programs are held from 10:00 AM to 2:00 PM and include buffet sessions for light meals during lectures.