

COURSE CODE: LMN 031

COURSE TITLE: Leadership and Management

OVERALL OBJECTIVE: To equip students with knowledge and skills on leadership and management to enable them plan, manage, advocate and mobilize resources for effective delivery of healthcare.

COURSE OBJECTIVES

By the end of this course you should be able to:

- 1 Discuss the concepts of leadership and management.
- 2 Describe management functions
- 3 Apply different methods of communication in the workplace
- 4 Describe leadership skills
- 5 Outline the process and purpose of policy development
- 6 Manage resources in your health facility in an efficient manner
- 7 Outline the theories of change and how to resolve conflict in the workplace
- 8 Explain the difference between counseling, advocacy, lobbying and social mobilization
- 9 Explain the difference between quality assurance and quality improvement
- 10 Describe your role as a nurse in Health Management Information System
- 11 Outline the principles of entrepreneurship and how to start your business
- 12 Describe Zambia's labour and industrial laws as well as the conditions of service for public servants

Course Objective At the end of the Course the student should be able to	Unit Title	Unit Objectives At the end of the Unit the student should be able to	Unit Topics
1. Discuss the concepts of leadership and	1.0 Concept of leadership and management	1.1. Define key concepts used in leadership and management 1.2. Outline the principles of	Introduction to the Course Course Objectives Introduction to the Unit Unit Objectives

Course Objective At the end of the Course the student should be able to	Unit Title	Unit Objectives At the end of the Unit the student should be able to	Unit Topics
management.		management 1.3. Discuss the theories of management 1.4. Describe the types of organizations and how to build an organizational culture	1.1 Definitions : 1.1.1 leadership 1.1.2 management 1.2 Definition of Concepts used in leadership and management 1.3 Principles of management 1.4 Theories of management 1.5 Organizations 1.5.1 Types 1.5.2 Purpose 1.5.3 Building an organizational culture Unit Summary Unit Self Tests Unit References
2. Describe management functions	2.0 Management functions	By the end of this unit you should be able to discuss the meaning and importance of the following management functions 2.1 Planning 2.2 Organising 2.3 Directing 2.4 Coordinating 2.5 Controlling 2.6 Staffing	Introduction to the Unit Unit Objectives 2.1 Planning 2.2 Organizing 2.3 Directing 2.4 Controlling 2.5 Coordinating 2.6 Staffing Unit Summary Unit Self Tests Unit References
3. Apply different types of communication in the workplace	3.0 Communication Skills	3.1 Define the term Communication. 3.2 Outline types of Communication. 3.3 Describe the communication process.	Introduction to the Unit Unit Objectives 3.1 Definition of Communication 3.2 Types of communication 3.3 The Communication Process 3.4 Interpersonal relations

Course Objective At the end of the Course the student should be able to	Unit Title	Unit Objectives At the end of the Unit the student should be able to	Unit Topics
		3.4 Explain the meaning of interpersonal relations 3.5 Explain the process and importance of team building.	3.5 Team building Unit Summary Unit Self Tests Unit References
4. Describe the types of leadership and leadership skills	4.0 Leadership Skills	4.1. Define leadership 4.2. Describe the types of leadership 4.3. Describe the problem solving process 4.4. Explain the decision making process 4.5. Demonstrate skills in documentation and reports writing. 4.6. Describe the concepts of responsibility and accountability 4.7. Describe the concepts of innovation and creativeness 4.8. Describe the concept of assertiveness and positive attitude 4.9. Describe the concept of motivation 4.10. Describe the concept of delegation 4.11. Describe the concept of supervision 4.12. Discuss the management ward affairs	Introduction to the Unit Unit Objectives 4.1 Definition of leadership 4.2 Types of leadership 4.3 The Problem solving process 4.4 Decision making process 4.5 Documentation and report writing 4.6 Responsibility and accountability 4.7 Innovation and creativeness 4.8 Assertiveness and positive attitude 4.9 Motivation 4.10 Delegation 4.1a Supervision 4.1s Management of ward Affairs Unit Summary Unit Self Tests Unit References

Course Objective At the end of the Course the student should be able to	Unit Title	Unit Objectives At the end of the Unit the student should be able to	Unit Topics
5. Outline the process and purpose of policy development	5.0 Policy Development and Analysis	<p>5.1. Define the terms policy and policy analysis</p> <p>5.2. Explain the purpose of policy development and analysis</p> <p>5.3. Describe the process of policy development</p> <p>5.4. Describe the methods of policy analysis.</p>	<p>Introduction to the Unit Unit Objectives</p> <p>5.1 Definition of Terms 5.2 Purpose of policy development and analysis 5.3 Process of policy development 5.4 Methods of policy analysis</p> <p>Unit Summary Unit Self Tests Unit References</p>
6. Manage resources in your health facility in an efficient manner	6.0 Resource management	<p>6.1. Define the term resource management</p> <p>6.2. Describe the elements of human resource management</p> <p>6.3. Discuss the financial and material resource management</p> <p>6.4. Describe Time management</p> <p>6.5. Discuss the concept of Health Economics</p> <p>6.6. Explain the importance of hospital costing</p> <p>6.7. Discuss the concept of performance management</p> <p>6.8. Discuss the various methods used in staff discipline</p>	<p>Introduction to the Unit Unit Objectives</p> <p>6.1 Definition of key terms 6.2 Human resource management 6.3 Financial and Material Resource Management 6.4 Time management 6.5 Introduction to Health Economics 6.6 Introduction to Hospital Costing 6.6 Performance Management 6.7 Discipline</p>
7. Outline the theories of change and how to resolve conflict in the workplace	7. Managing Change in Health Care settings	<p>7.1. Define key terms</p> <p>7.2. Discuss theories of change</p> <p>7.3. Discuss management of change</p>	<p>Introduction to the Unit Unit Objectives</p> <p>7.1 Definitions of Key terms</p>

Course Objective At the end of the Course the student should be able to	Unit Title	Unit Objectives At the end of the Unit the student should be able to	Unit Topics
		7.4. Discuss how to manage conflict in the work place	7.2 Theories of change 7.3 Management of change 7.4 Conflict management Unit Summary Unit Self Tests Unit References
8. Explain the difference between counseling, advocacy, lobbying and social mobilisation	8.0 Advocacy	8.1. Define key terms used in advocacy 8.2. Describe the process of counselling 8.3. Demonstrate Skills in Collaboration and networking 8.4. Apply Lobbying and Negotiating skills in the workplace 8.5. Describe the concept of social mobilization	Introduction to the Unit Unit Objectives 8.1 Definitions of Key terms 8.2 Counselling 8.3 Collaboration and networking 8.4 Lobbying and negotiating skills 8.5 Social Mobilization
9. Explain the difference between quality assurance and quality improvement	9.0 Quality Assurance	9.1. Define terms used in quality assurance 9.2. Differentiate between quality assurance and quality Improvement 9.3. Outline the dimensions and perspectives and cost of quality 9.4. Discuss approaches to quality improvements 9.5. Discuss performance assessment	Introduction to the Unit Unit Objectives 9.1 Definition of key terms 9.2. Differences between Quality Assurance and Quality Improvement 9.3. Dimensions, Perspectives and Cost of Quality 9.4. Approaches to Quality Improvements

Course Objective At the end of the Course the student should be able to	Unit Title	Unit Objectives At the end of the Unit the student should be able to	Unit Topics
			9.5.Performance Assessment Unit Summary Unit Self Tests Unit References
10. Describe your role as a nurse in Health Management Information System	10. Health Management Information System (HMIS)	<p>10.1. Define key terms used in HMIS</p> <p>10.2. State the Principles of HMIS</p> <p>10.3. Describe Information Technology</p> <p>10.4. Discuss the types of health information systems</p> <p>10.5. Explain the principles of documentation and reporting</p> <p>10.6. Discuss the role of a nurse in information management</p>	<p>Introduction to the Unit Unit Objectives</p> <p>10.1 Definitions of key terms</p> <p>10.2 Principles of HMIS</p> <p>10.3 Information Technology</p> <p>10.4 Types of health information systems</p> <p>10.5 Documentation and Reporting</p> <p>10.6 Role of a nurse in information management</p> <p>Unit Summary Unit Self Tests Unit References</p>
11 Outline the principles of entrepreneurship and the steps to follow in starting your business	11.0 Entrepreneurship in Nursing	<p>11.1. Outline the concept of entrepreneurship</p> <p>11.2. Explain principles of entrepreneurship</p> <p>11.3. Discuss the importance of partnerships</p> <p>11.4. Describe the process of managing a private nursing practice</p> <p>11.5. Describe Financial Administration Management Systems (FAMS)</p>	<p>Introduction to the Unit Unit Objectives</p> <p>11.1 Concept of entrepreneurship</p> <p>11.2 Principles of entrepreneurship</p> <p>11.4 Importance of partnerships</p> <p>11.5 Process of managing a private nursing practice</p> <p>11.6 Financial Administration Management Systems (FAMS)</p> <p>Unit Summary Unit Self Tests Unit References</p>
12. Describe Zambia's labour and industrial laws as well as	12. Introduction to labour laws in Zambia	12.1. Discuss the industrial and Labour relations Act Cap. 269 of 1997 and the	<p>12.1 Industrial, labour and employment laws in Zambia</p> <p>12.2 Trade Unions</p>

Course Objective At the end of the Course the student should be able to	Unit Title	Unit Objectives At the end of the Unit the student should be able to	Unit Topics
the conditions of service for public servants		<p>Employment Act Cap.268</p> <p>12.2. Define a trade union</p> <p>12.3. Discuss the types of trade unions</p> <p>12.4. Explain the roles of trade unions</p> <p>12.5. Discuss the condition of service for public service workers</p>	<p>12.3 Types of trade unions</p> <p>12.4 Roles of trade unions</p> <p>12.5 Conditions of service for public service workers</p>