

Course Title	Code	Semester	L+P Hour	Credits	ECTS
Medical Management, and New Services Design Skills	MED 616	2	60 Hours		2

GENERAL INFORMATION

Prerequisites	-
Coordination Committee	6 th floor room number 1036
Email address for inquiries	turgay.isbir@yeditepe.edu.tr
Attendance	Students are required to attend at least 80% of the classes/practices
Language of Instruction	English
Course Level	UG
Course Type	Elective
Course Coordinator	Turgay İŞBİR
Instructors	Tayfun BIRAKOĞLU ; tbirakoglu@sagesseconsultancy.com Can AYDINLIK Özlem Çıragöz ŞENGİR
Goals	Participants will recognize leadership skills to manage their team and how to organize in the case of emergency and lack of crew. Moreover, empathy skills will be developed after course taken to create better relationship with their patients and coworkers, customers.
Content	Leadership Styles, Skills needed in Med, Strategies for New Generation Leadership, Empathy Techniques, Problem Solving with Empathy , Conciliation with Empathy

COURSE LEARNING OUTCOMES

Students who take this course will	Teaching Methods	Assessment Methods
Be able to develop their leadership skills to manage teams	1,2,3	A,B
Be able to use empathy techniques for conciliation with their patients and coworkers	1,2,3	A,B
Teaching Methods:	1:Lecture 2-Small Group Workshops 3-Homework	
Assessment Methods:	A: Exam; B:Homework Evaluation	

COURSE CONTENT

Week	Topics	Study Materials
1	The difference between leadership and management	Lecture Notes & Small Groups Guideline
2	Understanding the Medical Leadership Style and Understanding Personal Leadership Skills	Lecture Notes & Small Groups Guideline
3	Self Leadership and Management- Emotional Intelligence Methods	Lecture Notes & Small Groups Guideline
4	Team Drives and Management	Lecture Notes & Small Groups Guideline
5	Inspirational Leadership	Lecture Notes & Small Groups Guideline
6	Leading and Coaching Individuals- Flexible Leadership	Lecture Notes & Small Groups Guideline
7	Leading and Coaching Individuals- Mentoring	Lecture Notes & Small Groups Guideline
8	Midterm exam	
9	Motivational Management	Lecture Notes & Small Groups Guideline
10	Empathy And Leadership	Lecture Notes & Small Groups Guideline
11	Effective Listening Methods for Empathy	Lecture Notes & Small Groups Guideline

12	Screening and Visualization to Create Empathy	Lecture Notes & Small Groups Guideline
13	Team Work & Presentations	
14	Final exam	

COURSE MATERIALS	
Text Books	Lecture Notes
Additional Resources	-

ASSESSMENT		
	NUMBER	PERCENTAGE
Midterm Exam	1	25
Assignments (Homework)	1	25
Evaluation of Group Presentations	1	5
Final Exam	1	45
Total		100

ECTS ALLOCATION			
Activity	Quantity	Duration(Hours)	TotalWorkload(Hours)
Lectures	11	1	11
Independent learning	27	1	27
Site visit	-	-	-
Big Team Work and Presentations	1	2	2
Mid-term exam	1	2	2
Small GroupWorks	11	1	11
Assignments	1	5	5
Final exam	1	2	2
Total Work Load			60
Total Work Load / 30 (h)			2
ECTS Credits			2

CONTRIBUTION TO PROGRAM OUTCOMES						
No	Program Learning Outcomes	Contribution				
		1	2	3	4	5
PO.1.3.1	Manages and leads within the health care team in primary health care organization		X			
PO.3.3.2	Displays appropriate behavior specific to work under stressful conditions		X			