

Mid-Term Case Study Analysis Instructions

Read through the case study, Your Unhappy Duty. Consider that you are writing this case study analysis paper for someone who is not familiar with the theories of management discussed thus far in this course. The case study analysis paper should address the following three elements (note you need to address all three in your essay):

1. Apply the theories discussed so far in this course to describe and analyze *what happened* in this case scenario in your own words in terms of the following:

- four management functions, personality types involved, leadership style, and motivational theories
- stages of team development, team roles, communication, and conflict management
- organizational culture, organizational theory by frames, and change

Your ability to apply these theories to describe and explain what happened in the case scenario strongly correlates with your grasp of these management concepts and theories.

2. Assuming you are the manager and disagree with the CEO's directive, but recognizing that you are under orders to see that it is followed, how would you handle this situation? How does your personality and your leadership style play a role in determining your response?

3. As staff morale has already been adversely affected and you have yet to reaffirm the order they received during the CEO's surprise visit, what can you do to blunt the de-motivating effects of this turn of events? What motivation theory(ies) guide your approach?

Your paper assignment should be:

- Write your paper in a Microsoft Word document, double spaced with 1-inch margins and 12 point font.
- Start the document with a title page: include the title, your name, the date, and CAHP 431/631 Management in Health Care. See the Writing Guidelines for more information.
- If you are enrolled in CAHP 431, your paper should be a minimum of five full pages to a maximum of seven full pages, with a minimum of four references. If you are enrolled in CAHP 631, your paper should be a **minimum of seven full pages** to a maximum of nine full pages, with a **minimum of six references**. Please note *the title page and reference page do not count* toward this page minimum. Please include page numbers on each page.
- You may use references provided in the course reading materials as well as external links provided for the course, and resources that you find on your own. Any resources found on your own must come from reputable sources (e.g., journal articles – not Wikipedia, blogs, or generic websites). Note that citing the same source or site multiple times only counts as *one reference*. Refer to the "Writing Guidelines" document for the correct way to list references and other writing guidelines. Please include a separate reference page at the end of your paper - please note *the reference page does not count* toward the page minimum required in the paper. See the Writing Guidelines for more information on proper in-text citations and preparation of the reference page.