

University of Pretoria Yearbook 2019

Complex problem-solving and negotiating, coherence and coordination 771 (CCC 771)

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| Qualification | Postgraduate |
| Faculty | Faculty of Health Sciences |
| Module credits | 10.00 |
| Programmes | PGDip Health Systems Management Executive Leadership |
| Prerequisites | No prerequisites. |
| Language of tuition | Module is presented in English |
| Department | School of Health System and Public Health |
| Period of presentation | Year |

Module content

The public health leader will be equipped with strategies to address difficult and intractable problems at the workplace and assist health workers to become part of the solution by utilising newly acquired problem-solving skills which will have lasting impact in workplace settings. Negotiating techniques will be analysed for different workplace challenges and its application for greater coherence and coordination in the implementation of policy and effective management of its outcomes to improve service delivery.

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