

# Cognitive-behavioral techniques research paper examples

[Business](#), [Management](#)



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## **Abstract**

A hospital is a place where the health of patients is taken care of, making their live better lives. The performance in this institution should always be enhanced under all circumstances. Contrary to these, many hospitals are underperforming in nature. In an effort to understand these we visited a hospital that had recently drastically improved its performance. The performance resulted from the implementation of the cognitive behavior program that changed the perception of the workers towards work and thus increasing the output. Chances are still there that the performance would even be better as the hospital adds on other programs such increasing workers relationship.

## **Introduction**

Cognitive-behavior techniques are modeled on the way individual’s behavior is affected by the thinking of the individual. The core values of behavior are models as being emotional and rational reactions which can be associated with cognitive values. Therefore in an effort to change that way people act, the only way would be to change their thinking habits (Drewes 2009). These

can be achieved by getting to know the irrational thoughts in a particular community and strategically changing them to better thoughts and this would be reflected in the moods and behavior. In hospitals, these are a common practice that is both applied by the administration to the employees as well as the physicians and nurses to patients.

The hospital administration takes the key role in controlling the actions of all employees in an effort to achieve quality performance achievement of the management is measured by how effective the employees are and the quality of output that is attained in the hospital. During our visit we highlighted general cleanliness, staff patient relationship and quick recovery as some of the expected outcomes. Although all these were affected by the employee in various departments, it was evident that the management played as vital role in their success. Through human resource motivation program the management encouraged the employees to perform their duties willingly and take responsibility as part of their daily cores. For instance the compound cleaners were encouraged to view the cleanness of the compound as improving their status quo and not that of the hospital. If the hospital were clean then people would not comment on the hospitals cleanness but the effective nature of the cleaner, and even if they talk about general hospital cleanness then it would mean that the person who did that job is the best. With this changed way of thinking the cleaners were seen to do their work to their maximum capacity.

The management also targeted on the physicians performance with the same point of view and this showed a drastic change in the overall hospital performance. The physicians and nurses negligence was mostly due to the

fact that they thought that with extra efforts, their salaries remained unchanged but the hospital performance increased hence building on the hospital's name. The management agreed on this but it handed that as the hospital is being praised, the recommendation is that the doctors of that hospital are better than others. With these changed way of thinking then the physicians took action and improved their performance.

With their innocence the physicians were slow to realize that the management had just played with their thoughts to effect performance, they also applied the same to treat patients. The decision on when to recover from a disease falls majorly on the patient. A negative attitude towards life that is accompanied by stress increases the chances of having a weak body that would slowly produce immune Responses (Turner 2013). Moreover, a negative perception of a patient towards illness may increase the duration needed to get cure and if changed the opposite is true. The physicians with their positive position on their jobs improve their relationships to the patients and in addition to prescribing dosages for them, they also advise them positively an issue that shortens the healing period.

After the intervention of the management the cleanness of the hospital improved drastically. In addition to this the patient's left the hospital with a changed mood that helped them recover quickly. All these changes occurred drastically within a very short span of time. Therefore the change of attitude and the thinking perspective resulted to an instant change of the behavior of individuals implying that the cognitive behavior program was effective.

Deterioration of performance in both the physician and the support staff fields raised concern to the management. Several random unofficial

interviews had been carried out in an effort to understand the root of the problem. Findings showed that the underperformance was mostly resulting to the workers attitude gave way to the decision that the only effective measure is to change the way of thinking.

Drastic changes in performance has encouraged the management and also opened up that the results could also be more improved. Therefore the executive are strategizing on other ways that can increase the positive thinking towards performance. They have discouraged the threat of firing as these are considered to have a negative impact. Use of threats makes one feel humiliated and forced to act and these reduces the positive thinking. Therefore the management plans to promote the best performers an issue that would change the positive thoughts of work to competitive thoughts. Employees would not only strive to perform better than previously but also better than others. This thinking that one is working not for the peanut salary but to get promotion would eventually increase performance and set it at an increasing rate. Other theories that can be used to improve this model would be improving the working conditions as well as the employee employer relationship. Reducing the gap between the management and the employees would increase performance.

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