COURSE TITLE: Organizational Behavior

COURSE NUMBER: BBM 301

COURSE DESCRIPTION:
The dimensions of organizational behavior are examined with particular emphasis on formal organizations, individual and group processes. Tools and methods available to a manager building a business integrating individuals and groups are reviewed.

COURSE OBJECTIVES:

GOAL A:
To provide a basic knowledge of and key theories related to organizational behavior.

Learning Outcomes: The student will:

A-1 Define organizational behavior and organizations
A-2 Identify individual values and discuss the conditions where values influence behavior
A-3 Understand the importance of communication and how it connects the employees of the organization in order to reach common goals
A-4 Discuss the different forms of communication and the advantages/disadvantages of each.
A-5 Explain why communication is important in organizations and discuss the influences on effective communication encoding and decoding.
A-6 Understand the barriers to communication within an organization and the strategies often leveraged.

GOAL B:
Demonstrate an understanding of the role of ethics, social responsibility, and leadership in organizational behavior.

Learning Outcomes: The student will:

B-1 Define leadership and gain understanding of the competencies associated with the different types of leadership
B-2 Describe cultural and gender similarities and differences in leadership
B-3 Describe the types or organizational structures and the relevancy of external environmental factors during the design phase.

GOAL C:
Demonstrate the ability to create and maintain healthy and productive work environments.

Learning Outcomes: The student will:
C-1 Describe the factors that directly influence individual behavior and performance
C-2 Compare and contrast the current perspectives of organizational effectiveness
C-3 Explain how drives and emotions influence employee motivation
C-4 Discuss employee engagement, motivation and the theories leveraged to improve employee morale
C-5 Describe the characteristics of effective goal setting and feedback.
C-6 Discuss the advantages and disadvantages of job specialization
C-7 Explain organizational behavior modification and social cognitive theory relevance to employee motivation
C-8 Describe the benefits of employee involvement and the contingencies that impact employee involvement.
C-9 Understand the benefits and limitations of teams
C-10 Discuss the team effectiveness model and the influences that impact team effectiveness
C-10 Discuss team processes and the impact on team effectiveness
C-11 Understand the difference between self-directed and virtual teams.

GOAL D:
Comprehend how individual differences in personality, attitudes, and the perceptual process, and power have the potential to impact behavior in organizations.

Learning Outcomes: The student will:

D-1 Explain how both heredity and environment influence personality.
D-2 Identify and describe factors that affect behavior and performance in organizations.
D-3 Describe how attitudes and emotions impact behavior in the workplace.
D-4 Understand how people from different cultures may interpret the same stimuli in different ways.
D-5 Discuss power and the sources and contingencies of power in organizations
D-6 Describe the types of influence tactics and the consequences of influencing others.
D-7 Understand organizational politics and the personal characteristics that support and at times minimize politics within an organization.

GOAL E:
Apply learning theories to employee performance improvement and decision making.

Learning Outcomes: The student will:

E-1 Explain the roles of experience, operant conditioning, and reinforcement in people’s learning.
E-2 Describe social learning theory.

E-3 Apply learning theory to improve employee performance.

E-4 Discuss the role of emotions and intuition in the decision making processes.

E-5 Describe the rational choice paradigm.

E-6 Discuss the constraints on team decision making and the structures aimed at improving team decision making

GOAL F:
Explain the origin and effects of stress in the workplace, including the types of aggression that may manifest.

Learning Outcomes: The student will:

F-1 Explain the origin of workplace stress.

F-2 Identify the potential effects of stress, on both individuals and organizations.

F-3 Understand the individual differences that mediate people’s reactions to stress.

F-4 Apply learned concepts to the management of workplace stress.

F-5 Understand how workplace stress may be manifested in aggression.

GOAL G:
Define the kinds of conflicts that can occur in an organization, understand how conflict can be managed, and how culture impacts the negotiation of conflicts.

Learning Outcomes: The student will:

G-1 Identify the levels and causes of conflict and the positive and negative consequences in the workplace.

G-2 Describe how negotiation can be used to resolve conflicts and understand how to apply different negotiation strategies.

G-3 Understand how preferred negotiation approaches differ by culture and country.

G-4 Understand how silos can lead to conflict and undermine the success of organizations

G-5 Discuss Conflict management and handling styles leveraged to render desired outcomes.

G-6 Discuss the bargaining zone model and negotiator strategies.

GOAL H:
Determine the key aspects of an organizational culture, develop an understanding of how culture affects organizational change, and gain insight into promoting positive change within an organization.

Learning Outcomes: The student will:

H-1 Describe types of organizational culture, and explain how cultures are formed, sustained, and changed.
H-2 Describe and discuss the importance of organizational culture, when organizational culture strength improves organizational performance, and the strategies used to strengthen an organization's culture.

H-3 Compare and contrast strategies for merging organizational cultures.

H-4 Describe how organizational culture can influence ethical behaviors.

H-5 Identify reasons for organizational change and describe approaches to achieving organizational change.

H-6 Describe the key reasons for both individual and organizational resistance to change, and the managerial methods and strategies that will help minimize resistance while promoting successful change.

H-7 Discuss organizational opportunities and challenges of globalization, workforce diversity, and emerging employment relationships.

H-8 Identify the values commonly studied across cultures.