

Course Outline
Department of Management
School of Business and Economics

ORGB 2810-3
Organizational Behaviour (3,0,0)

Calendar Description

Students examine the behavior of individuals and how they interact with each other in different workplace organizations. Topics include defining organizational behavior; perception, personality and emotions; values, attitudes and their effects in the workplace; motivating self and others; working in teams; communication, conflict and negotiation; power and politics; leadership; decision making, creativity and ethics; and organizational culture and change.

Educational Objectives/Outcomes

Upon completing this course, students will be able to:

1. Explain the organizational behavioral challenges in the Canadian work environment.
2. Illustrate the impact of perception, personality and emotions.
3. Articulate the impact of values, attitudes and the influence of diversity.
4. Describe the major motivational theories that affect the workplace.
5. Discuss the difference between work groups and work teams and the models of team development.
6. Summarize the communication channels and their barriers.
7. Explain interpersonal conflict and conflict resolution.
8. Critique the most popular bases of power in organizations.
9. Interpret contemporary leadership theories.
10. Identify major leadership issues in contemporary organizations.
11. Describe individual and group, creative, and ethical decision making.
12. Define organizational culture and elaborate on its impact on performance.

Prerequisites

ENGL 1100

Note: Students cannot receive credit for both ORGB 2810 and TMGT 1160 (C+ or higher).

Co-requisites

None

Texts/Materials

Langton, Robbins and Judge, Fundamentals of Organizational Behaviour, 4th Canadian Edition, Pearson.

Bounce Back, Nelson Press.

Student Evaluation

Tests/quizzes	30-40%
Case studies/research projects/assignments	30-40%
Final exam	30-40%

Course Topics

1. What Is Organizational Behaviour?
 - Defining organizational behaviour (OB)
 - Making sense of behaviour in organizations
 - How will knowing OB make a difference?
 - Challenges in the Canadian workplace
 - Challenges at the individual level
 - Challenges at the group level
 - Challenges at the organizational level
2. Perception, Personality, and Emotions
 - Perception defined
 - Emotions
3. Values, Attitudes, and Their Effects in the Workplace
 - Values
 - Assessing cultural values
 - Values in the Canadian workplace
 - Cultural differences
 - Generational differences
 - Attitudes
4. Motivating Self and Others
 - Needs theories of motivation
 - Process theories of motivation
 - Responses to the reward system
 - Creating a motivating workplace: rewards and job redesign
 - Caveat emptor: apply motivation theories wisely
5. Working in Teams
 - Teams versus groups: What's the difference?

- Why have teams become so popular?
- Stages of group and team development
- Creating effective teams
- Twenty-first century teamwork: virtual teams

6. Communication, Conflict, and Negotiation

- Communication process
- Barriers to effective communication
- Current issues in communication
- How communication breakdown leads to conflict
- Conflict resolution
- Negotiation

7. Power and Politics

- Definition of power
- Bases of power
- Dependency: the key to power
- Influence tactics
- Empowerment: giving power to employees
- Abuse of power: harassment in the workplace
- Politics: power in action

8. Leadership

- Are managers and leaders the same?
- Leadership as supervision
- Inspirational leadership
- Contemporary leadership roles
- Contemporary issues in leadership

9. Decision Making, Creativity, and Ethics

- How should decisions be made?
- How do individuals actually make decisions?
- Group decision making
- Creativity in organizational decision making
- What about ethics in decision making?
- Corporate social responsibility

10. Organizational Culture and Change

- What is organizational culture?
- Creating and sustaining an organization's culture
- Liabilities of organizational culture
- Approaches to managing change
- Resistance to change

Methods for Prior Learning Assessment and Recognition

As per TRU Policy

Attendance Requirements

As per TRU Policy

Use of Technology – Optional