

Course Outline

Human Enterprise and Innovation School of Business & Economics

ORGB 2810 - **3.00** - Academic

Organizational Behaviour

Rationale

GET analysis has identified that this course meets the Intercultural Awareness, Citizenship, and Teamwork ILO criteria. See attached foci tool and notes under Educational Objectives/Outcomes.

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.

Credits/Hours

Course Has Variable Hours: No Credits: 3.00 Lecture Hours: 3.00 Seminar Hours: 0 Lab Hours: 0 Other Hours: 0 *Clarify:* Total Hours: 3.00 Delivery Methods: (Face to Face) Impact on Courses/Programs/Departments: None Repeat Types: A - Once for credit (default) Grading Methods: (S - Academic, Career Tech, UPrep)

Educational Objectives/Outcomes

- 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.
- 13. This course meets the Intercultural Awareness, Citizenship, and Teamwork criteria. See attached foci tooldemonstrating the match.

Prerequisites

ENGL 1100-Introduction to University Writing

Co-Requisites

Recommended Requisites

Exclusion Requisites

ORGB 2811-Organizational Behaviour BBUS 2720-Organizational Behaviour

BBUS 2721 TMGT 1160-Organizational Leadership in Tourism

Texts/Materials

Textbooks

1. Required Langton, Robbbins and Judge. Fundamentals of Organizational Behaviour, 4th ed. Pearson.

Student Evaluation

The Course grade is based on the following course evaluations.

Tests/quizzes 30-40% (0.00%) Case studies/research projects/assignments 30-40% (0.00%) Final exam 30-40% (0.00%)

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 actions
- 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

Last Action Taken

Implement by Submission Preview Subcommittee Chair Shelley Church

Current Date: 30-Oct-20