

## **Organisational Behaviour**

### **SMO-ISS103**

#### ***Course Description***

This course is a study of behaviour of individuals and groups within organisations and of the organisation itself. Intended to develop in managers a greater awareness of the problems and opportunities in managing human resource in organizations. Specific emphasis is placed on the development of managerial skills.

#### ***Course Objectives and Learning Outcomes***

- Understand what organisational behaviour is and why it is important
- Understand theories about how managers should behave to motivate and control employees
- Define organisational culture and explain how managers create culture
- Discuss why it is important for managers to behave ethically
- Understand the steps managers can take to effectively manage diversity
- Understand the nature of managerial decision making
- Describe the types of organisational structures managers can design, and explain why they choose one structure over another
- Explain what leadership is and what makes for an effective leader
- Explain why groups and teams are key contributors to organisational effectiveness
- Understand conflict management strategies that managers can use to resolve organisational conflict effectively

#### ***Prerequisite***

C or above in Principles of Management or permission of the instructor

#### ***Required Texts***

Organisational Behaviour: Core Concepts and Applications, 5<sup>th</sup> edition by Jack Maxwell Wood, Rachid M. Zeffane, Michele Fromholtz, Retha Wiesner, Rachel R. Morrison, Aharon Factor, Tui Mckeown

#### ***Course Requirements***

During the term, there will be four quizzes (10%), two midterm exam (20%), one final exam (30%) and two case studies (20%), and a term project (10%). Responses and questions around class readings and participation so make sure you are there and prepared (10%).

## ***Evaluation and Grading***

A	93-100	B-	80-82	D+	67-69
A-	90-92	C+	77-79	D	63-66
B+	87-89	C	73-76	D-	60-62
B	83-86	C-	70-72	F	0-59

## ***Course Hours***

The course has 20 class sessions in total. Each class session is 150 minutes in length, for a total of 3000 minutes of in-class time. Students are expected to study at least 12 hours per week outside of class. The University awards **4** credits for this course. Different universities may count course credits differently. Consult officials at your own home institution.

## ***Exams:***

During the course, two midterm and one final exam will be given. There will be multiple choices, T/F, and essay questions in the exam. The final exam will be cumulative.

## ***Quizzes:***

Four pop quizzes will be given at the beginning of the classes, so make sure you come to class on time. If you are late, you will get a zero for the quiz.

## ***Case Studies***

Two case studies will be discussed during the term. There will be homework assignments related to the materials.

## ***Term Project***

Multiple scenarios will be given to the students who need to pick one to find a solution. There is no right or wrong answers. This assignment is used to test how well you can apply the materials in this course.

## ***Attendance***

Students are expected to attend all class lectures to be successful in this course. Occasionally, due to illness or other unavoidable circumstance, a student may need to miss a class. The University's policy requires a medical certificate to be excused. Any absence may impact on the student's grade.

Moreover, the University policy is that a student who has more than 3 absences will fail the course. Arriving late or leaving early will count as a partial absence.

### ***Academic Honesty***

The University expects all students to do their own work. Instructors will fail assignments that show evidence of plagiarism or other forms of cheating and will also report the student's name to the University administration. A student reported to the University for cheating is placed on disciplinary probation; a student reported twice is suspended or expelled.

### ***Disability Accommodation***

Any student who needs special accommodation due to the impact of disability should inform the University within 10 days before the program starts.

### ***Tentative Schedule***

Lecture	Contents	Readings and Assignments
Lecture 1-2	<ul style="list-style-type: none"> <li>• Overview of the course</li> <li>• What is organisational behaviour?</li> <li>• Individual attributes and their effects on job performance</li> <li>• Pop Quiz</li> </ul>	<ul style="list-style-type: none"> <li>• Chapter 1-2</li> <li>• Additional Readings</li> </ul>
Lecture 3-4	<ul style="list-style-type: none"> <li>• Groups and group dynamics</li> <li>• Teamwork and team building</li> <li>• Pop Quiz</li> </ul>	<ul style="list-style-type: none"> <li>• Chapter 6-7</li> <li>• Set up groups/Term project discussion</li> </ul>
Lecture 5-6	<ul style="list-style-type: none"> <li>• Motivation and empowerment</li> <li>• Learning, reinforcement and self-management</li> </ul>	<ul style="list-style-type: none"> <li>• Chapter 3-4</li> <li>• Additional Readings</li> </ul>
Lecture 7-8	<ul style="list-style-type: none"> <li>• Review</li> <li>• Midterm 1</li> </ul>	
Lecture 9-10	<ul style="list-style-type: none"> <li>• Job design, goal setting and flexible work arrangements</li> </ul>	<ul style="list-style-type: none"> <li>• Chapter 5</li> <li>• Case Study 1</li> </ul>
Lecture 11-12	<ul style="list-style-type: none"> <li>• Organisational structure and design</li> <li>• Pop Quiz</li> <li>• Case Study 1</li> </ul>	<ul style="list-style-type: none"> <li>• Chapter 8</li> </ul>
Lecture 13-14	<ul style="list-style-type: none"> <li>• Organisational culture</li> <li>• Power, politics and influence in organizations</li> <li>• Pop Quiz</li> <li>• Case Study 2</li> </ul>	<ul style="list-style-type: none"> <li>• Chapter 9-10</li> <li>• Case Study 2</li> </ul>
Lecture 15-16	<ul style="list-style-type: none"> <li>• Leadership</li> <li>• Decision making</li> <li>• Midterm 2</li> </ul>	<ul style="list-style-type: none"> <li>• Chapter 11-12</li> </ul>

Lecture 17-18	<ul style="list-style-type: none"> <li>• Communication, conflict and negotiation in organizations</li> <li>• Work on term project</li> </ul>	<ul style="list-style-type: none"> <li>• Chapter 13</li> </ul>
Lecture 19-20	<ul style="list-style-type: none"> <li>• Organisational change and innovation</li> <li>• Review</li> <li>• Final Exam</li> </ul>	<ul style="list-style-type: none"> <li>• Chapter 14</li> <li>• Term project due</li> </ul>

*Please note the schedule is subject to change*