

BUS 270 AHF/ESHF/HRHF Organizational Behaviour*3 Credits, 3 hours per week*

Important theories and research in the Behavioural Sciences are examined and a framework for understanding and predicting human behavior in the workplace is provided. Topics studied include personality, perception, attitudes, motivation, leadership, job design, organizational design, group dynamics and decision-making processes. The focus is on explaining differences in work effort, performance, absenteeism, turnover, and job satisfaction among individuals in the organization.

Instructor

Instructor Name: Gregory Krabes
Virtual Office: MS Teams
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Office Hours

Virtual by appointment only

Hours of Instruction

Wednesdays 13:00 – 16:00

Required Resources

Textbook title

Canadian Organizational Behaviour 11th Edition
By Steven McShane, Kevin Tasa, Sandra Steen
© 2021 | Published: February 9, 2021
1260326853 · 9781260326857

Course Outcomes

Upon completion of this course, the students shall be able to:

1. Explain how different personalities and perceptions of events can impact working relationships.
 - Discuss organizational behavior and explain why it is relevant to everyone.
 - Identify common perceptual errors and evaluate how they operate to create our judgments of others.
 - Use personality models and traits to analyze behaviours and their impact on relationships.
 - Describe factors that can lead to clashes of values in the Canadian workplace.
 - Explain values and attitudes and examine their roles in judgments and decision making.
 - Examine personal views and behaviours and assess their implication for individual and group performance.
2. Recommend strategies that will help maximize individual and team performance and potential.
 - Use theories of motivation to analyze productivity and satisfaction on an individual and group level.
 - Analyze the factors and processes that contribute to team effectiveness and implement them in a group setting.

3. Analyze how conflict and power can facilitate or impede effective interactions.
 - Identify and explain sources of conflict and apply appropriate conflict management strategies.
 - Assess personal conflict management strategies and their implications.
 - Describe common elements of power and assess their effectiveness.
4. Assess decision making processes.
 - Apply decision-making processes to business decisions.
 - Describe how ethical decisions are made.
5. Examine culture in organizations and explain how it is created, maintained, or changed for optimal performance outcomes.
 - Examine the characteristics of organizational cultures.

Evaluation

Examinations.....	60%
<i>Quiz I</i>	15%
<i>Quiz II</i>	15%
<i>Quiz III</i>	15%
<i>Quiz IV</i>	15%
Competitions / Challenges / Research.....	40%
<i>World Café</i>	10%
<i>Communication Challenge</i>	5%
<i>Professional Communication in Canadian Business – Video Project</i>	15%
<i>Personal Reflection</i>	10%
Total	100%

For the purpose of this course participation is defined as student-initiated interaction during class time, highly relevant to the topic being discussed and containing new, non-repetitive content. Frequency and quality of contributions will be considered, as well as its impact on the overall class learning. Please keep in mind it is difficult to receive participation grade without attendance.


Objective of term examinations is to ensure student’s grasp of key terminology, definitions, and their proper application. They will be predominantly in multiple choice format. Dates as per course outline.

Students may also identify areas of interest and pursue research, or project of mutually agreed scope and choice. Permission and agreement may be granted in writing via email.

Grading System

Descriptor	Alpha Grade	4.0 Scale	Percent
Excellent	A+	4.0	> 93.9
	A	4.0	87 – 93.9
	A-	3.7	80 – 86.9
Good	B+	3.3	77 – 79.9
	B	3.0	74 – 76.9
	B-	2.7	70 – 73.9
Satisfactory	C+	2.3	67 – 69.9
	C	2.0	64 – 66.9
	C-	1.7	60 – 63.9
Poor	D+	1.3	57 – 59.9
Minimum Pass	D	1.0	50 – 56.9
Failure	F	0.0	< 50

Proposed Schedule of Topics

Week	Week of	Topic
1	31.08.2022	Beginning of the 2021 Fall Semester
2	07.09.2022	Discussion of Course special activities St Kitts Collaboration
3	14.09.2022	PART 1: INTRODUCTION Chapter 1: Introduction to the Field of Organizational Behaviour Chapter 2: Individual Behaviour, Personality, and Value
4	21.09.2022	PART 2: INDIVIDUAL BEHAVIOUR AND PROCESSES Chapter 3: Perceiving Ourselves and Others in Organizations Chapter 4: Workplace Emotions, Attitudes, and Stress Introduction to World Café “Motivation and Performance Practices” Pre-Quiz Chapter 1 0%
5	28.09.2022	Chapter 5: Foundations of Employee Motivation review Chapter 6: Applied Performance Practices review Chapter 7: Decision Making and Creativity
6	05.10.2022	World Café “Motivation and Performance Practices” Students’ Activity..... 10% Quiz #1 Chapters 1 – 4 15%
7	12.10.2022	Chapter 8: Team Dynamics Chapter 9: Communicating in Teams and Organizations
8	19.10.2022	St Kitts Collaboration Quiz #2 Chapters 5 – 7 15%
9	26.10.2022	PART 3: TEAM PROCESSES Chapter 10: Power and Influence in the Workplace Chapter 11: Conflict and Negotiation in the Workplace Chapter 12: Leadership in Organizational Settings
10	02.11.2022	Communication Challenge5% St Kitts Collaboration Quiz #3 Chapters 8 – 11 15%
11	09.11.2022	 Reading Days 11.11.2022 Remembrance Day
12	16.11.2022	PART 4: ORGANIZATIONAL PROCESSES Chapter 13: Designing Organizational Structures Chapter 14: Organizational Culture Chapter 15: Organizational Change
13	23.11.2022	St Kitts Collaboration Professional Communication in Canadian Business – Video Project 15%
14	30.11.2022	Personal Reflection..... 10% Quiz #4 Chapters 12 – 15..... 15%

Please Note:**World Café “Motivation and Performance Practices” Students’ Activity**

The **World Café** methodology is a simple, effective, and flexible format for hosting large group dialogue. It is a creative process for leading collaborative dialogue, sharing knowledge, and creating possibilities for action in groups of all sizes. The **technique** builds on the notion of group intelligence.

In this activity, every learner will receive a topic (from Chapter 5 or 6) to prepare a short presentation to a group of students. A well-developed short PPT will be required.

This activity will be worth 10% of the total course mark.

Communication Challenge

This is a great exercise to help learners understand that we all hear and interpret things differently, even if we are given the exact same information.

Every participant will receive a card with multiple choice questions and correct answers. Students will be asking each other those questions. For every correct answer answering student will earn 2 points and for every wrong answer, the asking student will receive 1 point. The winner will receive a prize.

This activity will be worth 5% of the total course mark.

Professional Communication in Canadian Economy – Video Project

This activity will enable students to understand how significant cultural traits affect communications within organizations in the economy of a country. Students will develop a glossary of successful communication strategies used in a diverse Canadian workplace. Particular attention should be devoted to managing conflict and profiling individual expertise.

Our Class will participate in an academic virtual exchange with our partners At CFBC in St. Kitts and Nevis <https://cfbc.edu.kn/> During the semester we will be working with Professor Christine Walwyn MGMT2007 Organizational Behaviour class.

Learners will be assembled into groups. Every group will be tasked with creating a video presentation showcasing proper business etiquette in Canada focusing on verbal and nonverbal communication. Inspiration can be taken from previous communication challenge activities.

Before you attempt to create a video recording a considerable amount of time should be spent strategizing and researching this subject matter. Personal experience should be at the forefront of your research (please consider asking your parents, friends, or acquaintances from wide-ranging socioeconomic, ethnic, demographic backgrounds).

The final product for this activity will be a 3 to 5 minutes video (the length is only given as a broad guideline). This video must be uploaded into Moodle. We will be sharing our work with our Organizational Behaviour partner class at CFBC in St Kitts and Nevis.

This activity will be worth 15% of the total course mark.

Personal Reflection Paper

A reflection paper is your chance to add your thoughts and analysis to what you have read and experienced in this course. A reflection paper is meant to illustrate your understanding of the material and how it affects your ideas and possible practice in the future.

Pick a real experience from your life (school, work, home, etc) and using Organizational Behaviour theory explain your behaviour at that time. Having to study Human Behaviour, what should you have done differently? Was there room for improvement?

In 1000 to 1500 words, using all the knowledge gained in Communication courses (proper Business writing style and structure), please explain your position. A short PPT presentation should be created to be used during your in-class presentation. Please note that both, written work and PPT presentation must be uploaded into Moodle before the deadline. (PDF formats are not accepted).

This activity will be worth 10% of the total course mark.

Performance Requirements and Student Services

Student Responsibilities

As a student, it is your responsibility to contact the Office of the Registrar to complete the required forms, including the Withdraw Course or Program or a Change of Registration form. Please refer to the important dates listed in the Academic Schedule in the [Keyano College credit calendar](#). The Keyano College credit calendar also has information about Student Rights and the Code of Conduct. It is the responsibility of each student to be aware of the guidelines outlined in the Student Rights and the Code of Conduct Policies.

Student Attendance

Class attendance is helpful for two reasons: First, class attendance maximizes a student's learning experience. Second, attending class is an excellent way to keep informed of matters relating to the course administration (e.g., the timing of assignments and exams). Ultimately, you are responsible for your learning and performance in this course. It is the responsibility of each student to be prepared for all classes. Absent students are responsible for the material covered in those classes, and students must ensure they are ready for their next class, including completing any missed assignments and notes.

Academic Misconduct

Students are considered responsible adults and should adhere to the principles of intellectual integrity. Intellectual dishonesty takes many forms:

- Plagiarism or the submission of another person's work as their own,
- The use of unauthorized aids in assignments or examinations (cheating),
- Collusion or the unauthorized collaboration with others in preparing work,
- The deliberate misrepresentation of qualifications,
- The willful distortion of results or data,
- Substitution in an examination by another person,
- Submitting unchanged work for another assignment, and
- Breach of confidentiality.

The consequences for academic misconduct range from a verbal reprimand to expulsion from the College. More specific descriptions and details are found in the Student Rights and Code of Conduct section of the Keyano College credit calendar. It is the responsibility of each student to be aware of the guidelines outlined in the Student Rights and Code of Conduct Policies. To ensure your understanding of

plagiarism, you may be required to complete the online [Understanding Plagiarism tutorial](#) and submit the certificate of completion.

Online Learning

Technology and internet connectivity will impact your online learning experience. You may be required to watch online videos, take online quizzes, or participate in live online classes. Live/virtual courses will be hosted in Microsoft Teams or Zoom. For all course delivery types, you will access your course resources on Keyano's learning management system: Moodle (iLearn). Login in using your [Keyano username and password](#). Keyano College operates in a Windows-based environment and having access to the correct tools for online learning is essential. Here's a list of recommended system requirements.

Internet Speed

Minimum download and upload speeds of 10 Mbps. Recommended download speeds of 25 Mbps and upload speeds of 10 Mbps (if you are sharing your internet at home). You can check your internet speed with [Speedtest by Ookla](#).

Computer System Requirements

Microsoft Windows	Apple (Mac)
<p>Minimum Requirements:</p> <ol style="list-style-type: none"> Windows 10 Operating System or above 4GB of RAM 10GB available hard drive storage space <ol style="list-style-type: none"> Install the Microsoft Office 365 suite (~3GB) * Microphone, webcam, and speakers (All modern laptops have these three accessories built-in.) Windows has built-in anti-virus/malware software. It is essential to install system updates to keep your device secured regularly. <p>*Microsoft Office 365 is free to Keyano students.</p>	<p>Minimum Requirements:</p> <ol style="list-style-type: none"> Mac Operating System 10.14 (Monterey) or above 4GB of RAM 10GB available hard drive storage space <ol style="list-style-type: none"> Install the Microsoft Office 365 suite (~3GB) * Microphone, webcam, and speakers (All modern laptops have these three accessories built-in.) Mac has built-in anti-virus/malware software. It is important to install system updates to keep your device secured regularly. <p>*Microsoft office 365 is free to Keyano students.</p>
<p>Recommended Upgrades</p> <ul style="list-style-type: none"> 8GB of RAM Regularly back up or synchronize your files, locally or with a cloud-based storage option. <p>OneDrive is the cloud-based storage option free to students after the setup of KeyanoMail and Microsoft 365.</p>	<p>Recommended Upgrades</p> <ul style="list-style-type: none"> 8GB of RAM Regularly back up or synchronize your files locally or with a cloud-based storage option. <p>OneDrive is the cloud-based storage option free to students after the setup of KeyanoMail and Microsoft 365.</p>
<p>Tablets, iPads, and Chromebooks are not recommended: they may not be compatible with the testing lockdown browsers and Microsoft Office 365.</p>	

Specific Department Requirements

Business and OA programs require Windows 10. Other programs may utilize Windows-based tools as well.

Computer Software

Students have access to Microsoft Office 365 and Read&Write for free using Keyano credentials.

Recording of Lectures and Intellectual Property

Students may only record a lecture if explicit permission is provided by the instructor or Accessibility Services. Even if students have permission to record a lecture or lecture materials, students may not share, distribute, or publish any of the lectures or course materials; this includes any recordings, slides, instructor notes, etc., on any platform. Thus, no student is allowed to share, distribute, publish or sell course-related content without permission. It is important to recognize that the Canadian Copyright Act contains provisions for intellectual property. The [Academic Integrity Policy](#) provides additional information on Keyano College's expectations from students as members of the intellectual community.

ITS Helpdesk

If you have issues with your student account, you can contact the ITS Helpdesk by emailing its.helpdesk@keyano.ca or calling 780-791-4965.

COVID-19 We are subject to provincial, and municipal bylaws, and policies. These decisions may change pending further direction from the Alberta Chief Medical Officer, Alberta Health Services, and other provincial guidelines. To protect yourself and others, get immunized, wash your hands, wear a mask, keep your distance (2m/6 ft) and remain home when feeling unwell. For the most recent COVID-19 information, please refer to albertahealthservices.ca/COVID.

Specialized Supports The Student Services Department is committed to Keyano students and their academic success. There is a variety of student support available at Keyano. All student services are available during Keyano business hours: Monday to Friday, 8:30 a.m. to 4:30 p.m. The College is closed on statutory holidays. If you require support outside of regular business hours, please inform the support service team, and they will do their best to accommodate your needs.

Accessibility Services provides accommodations for students living with disabilities. Students with documented disabilities or who suspect a disability can meet with an Access Strategist to discuss their current learning barriers and possible accommodations. Students who have accessed accommodations in the past are encouraged to contact the department to request accommodations for the following semester. Please note that requesting accommodations is a process and requires time to arrange. Contact the department as soon as you know you may require accommodations. For accessibility supports and disability-based funding, please book an appointment by emailing us at: accessibility.services@keyano.ca.

Accessibility Services also provides individual and group learning strategy instruction for all students and technology training and support to enhance learning. You can meet with an Access Strategist to learn studying and test-taking strategies. In addition, you can schedule an appointment with the Assistive Technology Specialist to explore technology tools for learning. Book an appointment today by emailing: accessibility.services@keyano.ca

Wellness Services offers a caring, inclusive, and respectful environment where students can access free group and individual support to meet academic and life challenges. Mental Health Coordinators provide a safe and confidential environment for you to seek help with personal concerns. Our Wellness Navigator offers support with basic needs such as housing, financial and nutritional support, and outside referrals when needed. Wellness Services welcomes students to participate in group sessions that address topics including mindfulness and test anxiety throughout the academic year. Individual appointments can be made by emailing wellness.services@keyano.ca.

Library Services: provides students with research, information, and education technology supports as they engage in their studies. Library staff are available to help you online and in person throughout the

semester. Librarians offer individual and small group appointments booked using the online [Book A Librarian calendar](#). The Library also provides research and subject guides to help you with your studies. To view a subject or course-specific guide, check out the complete list of online [Subject Guides](#). To start your research and access citation guides (APA, MLA, Chicago, or IEEE), visit the [Research Help page](#). The Library's collections (including print and online materials) are searchable using [OneSearch](#). The Library offers a Loanable Technology collection to support students accessing and using technology. For an up-to-date list of technology available for borrowing, visit the Library's [Loanable Technology webpage](#). For a detailed list of library resources and services, go to www.keyano.ca/library. For all inquiries, please email askthelibrary@keyano.ca or [chat with us online](#).

Academic Success Centre: The Academic Success Centre at Keyano College (CC-119) provides free academic support services to registered students, such as tutoring, writing support, facilitated study groups, workshops, and study space. Academic Content Specialists are available in Mathematics, Science, Trades, Power Engineering, Upgrading/College Prep, Human Services, English, Humanities, and more. Students are encouraged to visit the Academic Success Centre to discuss study strategies and academic concerns. For additional information, please email Academic.Success@keyano.ca.

Academic Success Coach: The Academic Success Coach is located in the Academic Success Centre and works with students to develop academic success plans, time management skills, study strategies, and homework plans. For additional information, please email Academic.Success@keyano.ca.

Nash

Gurr



Sylvia

Kahatjipara

Leah

Laviolette

Manpreet Singh

Lnu

Kayla

Lutterodt

Gabriel

Michon

Anthony

Pichurski

PreciousKrystele Paclibar

JohnCarlo Medalla

Nikka Agullana

LykaLoren Ricablanca

Kirk Harris

AnnaJane Avellanoz

Sylvia Kahatjipara

DanicaLuth Maglasang

Trey Weinmeier

Personal Reflections	Topic	Name	Comments
		MathewJavon Maxwell	Yes. Confident, well-though reflections. Noted management theory. Excellent graphics.
		Anthony Pichurski	Yes. Great family story. Confident presentation. Spoke mainly from mind, not much graphics. Spoke from the mind.
		Shelby Thompson	Yes. Great use of theories. Great example in the bar. Observing behaviour and interpreting appropriate actions. Confident.
		Priya Priya	Yes. Used theory. Thoroughly reflective and personal. Demonstrated how she will use experience to improve own work-excellent application of theory, except reading.
		Tiffany Thorpe	Compared two work places, intriguing. Excellent observation. Excellent application of theories. Confident, excellent graphics. Few words on slides and excellent explanations and mastery over material. Excellent graphics.
		Muskan Lnu	Excellent graphics. Family story is interesting. Could speak to slides, instead of reading to audience.

Hello

Thank you for submitting your Personal Reflection document which unfortunately does not adhere to the requirements for this assignment.

There was no Title Page included and no references.

I do not see your PPT presentation uploaded and according to my notes, you did not present in class.

Please contact me on Teams if this is not the case.

Gregory KRABES

Hello BUS 270 AHF Learners

I have succeeded finish marking all assignments and quizzes.
The grade you see now in Moodle should be a correct grade.

If you are one of the students with special arrangements due to sickness or otherwise, please review your mark and if anything is a miss, please contact me over MS Teams, even if we spoke recently and the current grade does not reflect our conversation. I do not bite 😊 so just call me.

Please remember that final grades are reported as a letter grade, the conversion tables are in all your course outlines.

I wish you Merry Christmas and Happy New Year and hopefully will see you all in BUS 299 in January.

Sincerely
Gregory KRABES

