Business Administration

Spring, 2022

BUS 270AHF Organizational Behaviour
3 Credits, Internet Course

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

Monday – Friday   Virtual by appointment only

Hours of Instruction

Internet Course

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

			Due dates and Times
Examinations..	60%		
Quiz I...		*15%*	***20.05.2022 8:00 – 20:00***
Quiz II..		*15%*	***27,05,2022 8:00 – 20:00***
Quiz III...		*15%*	***03.06.2022 8:00 – 20:00***
Quiz IV...		*15%*	***17.06.2022 8:00 – 20:00***
Competitions / Challenges / Research.......................	40%		
Motivation & Performance Practices I		10%	**18.05.2022 @ 23:59**
Motivation & Performance Practices II		10%	**25.05.2022 @ 23:59**
Personal Reflection....................................		20%	**10.06.2022 @ 23:59**
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
	A+	4.0	> 93.9
Excellent	A	4.0	87 – 93.9
	A-	3.7	80 – 86.9
	B+	3.3	77 – 79.9
Good	B	3.0	74 – 76.9
	B-	2.7	70 – 73.9
	C+	2.3	67 – 69.9
Satisfactory	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	09.05.2022	**Beginning of the 2022 Spring Semester**
		  Discussion of Course special activities
		PART 1: INTRODUCTION
		  Chapter 1: Introduction to the Field of Organizational Behaviour
		  Chapter 2: Individual Behaviour, Personality, and Value
		Pre-Quiz Chapter 1……………………………..……………… 0%

2	16.05.2022	**PART 2: INDIVIDUAL BEHAVIOUR AND PROCESSES**
		  Chapter 3: Perceiving Ourselves and Others in Organizations
		  Chapter 4: Workplace Emotions, Attitudes, and Stress
		Motivation & Performance Practices I………………………….10%
		Quiz #1 Chapters 1 – 4 …………………………..………… 15%

3	23.05.2022	Chapter 5: Foundations of Employee Motivation review
		  Chapter 6: Applied Performance Practices review
		  Chapter 7: Decision Making and Creativity
		  Chapter 9: Communicating in Teams and Organizations
		Motivation & Performance Practices II……………………….10%
		Quiz #2 Chapters 5 – 7 …………………………………….15%

4	30.05.2022	**PART 3: TEAM PROCESSES**
		  Chapter 8: Team Dynamics
		  Chapter 10: Power and Influence in the Workplace
		  Chapter 11: Conflict and Negotiation in the Workplace
		Quiz #3 Chapters 8 – 11 ……………………………………… 15%

5	06.06.2022	**PART 4: ORGANIZATIONAL PROCESSES**
		  Chapter 12: Leadership in Organizational Settings
		  Chapter 13: Designing Organizational Structures
		  Chapter 14: Organizational Culture
		  Chapter 15: Organizational Change
		Personal Reflection…………………………………………… 10%

6	13.06.2022	**Closing of the course** Final discussion and students' feedback (suggestions and improvements) **Quiz #4 Chapters 12 – 15…………………………………… 15%**

Please Note:

"Motivation and Performance Practices" Flipgrid Activity I and II

In this activity, every learner will select in Moodle a topic (from Chapter 5 or 6) to prepare a short presentation to this Flipgrid group.

A well-developed short PPT with your audio and video recorded will be required.

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

Personal Reflection

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 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 1500 words, using all the knowledge gained in Communication courses (proper Business writing style and structure), please explain your position. In addition, a well-developed, 5-minute video of your presentation should be uploaded into Flipgrid. Please note that both, written work in Moodle and video presentation in Flipgrid must be ready for marking before the deadline.

This activity will be worth 20% 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 an online 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)

Minimum Requirements:
 	
1. Windows 10 Operating System or above
 	
2. 4GB of RAM
 	
3. 10GB available hard drive storage space
 	
   a. Install the Microsoft Office 365 suite (~3GB) *
 	
4. Microphone, webcam, and speakers (All modern laptops have these three accessories built-in.)
 	
5. Windows has built-in anti-virus/malware software. It is essential to install system updates to keep your device secured regularly.
 	
*[Microsoft Office 365]() is free to Keyano students.
	Minimum Requirements:
	
	1. Mac Operating System 10.14 (Monterey) or above
	
	2. 4GB of RAM
	
	3. 10GB available hard drive storage space
	
	   a. Install the Microsoft Office 365 suite (~3GB) *
	
	4. Microphone, webcam, and speakers (All modern laptops have these three accessories built-in.)
	
	5. Mac has built-in anti-virus/malware software. It is important to install system updates to keep your device secured regularly.
	
	*[Microsoft office 365]() is free to Keyano students.

Recommended Upgrades • 8GB of RAM • Regularly back up or synchronize your files, locally or with a cloud-based storage option. OneDrive is the cloud-based storage option free to students after the setup of KeyanoMail and Microsoft 365.	**Recommended Upgrades** • 8GB of RAM • Regularly back up or synchronize your files locally or with a cloud-based storage option. OneDrive is the cloud-based storage option free to students after the setup of KeyanoMail and Microsoft 365.
Tablets, iPads and Chromebooks are **not** recommended: they may not be compatible with the testing lockdown browsers and Microsoft Office 365.	

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.