

**BUS 270E 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

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## Office Hours

Monday – Thursday 12:00 – 13:00  
Wednesday 17:30 – 18:30

## Hours of Instruction

Wednesdays 18:30 – 21:30

## Required Resources

**Textbook title**

Organizational Behaviour © 2018  
by Steven McShane, Kevin Tasa  
10th Edition • Electronic book text  
9781260193701 • 1260193705

## 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

Midterm Examinations.....	40%	
<i>Midterm Examination I</i> .....	20%	03.02.2020
<i>Midterm Examination II</i> .....	20%	09.03.2020
Competitions / Challenges .....	10%	
<i>World Café</i> .....	5%	20.01.2020
<i>Creativity</i> .....	2%	10.02.2020
<i>Communication</i> .....	1%	24.02.2020
<i>Negotiation</i> .....	2%	02.03.2020
Applied Research Project.....	20%	
<i>Research Project – Outline/Draft</i> .....	2%	27.01.2020
<i>Research Project – Final submission</i> .....	10%	from 16.03.2020
<i>Research Project – Presentation</i> .....	8%	from 16.03.2020
Comprehensive Final Exam .....	30%	TBA
<b>Total</b>	<b>100%</b>	

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 will be announced, but will typically occur after each 3-4 new chapters were completed.

Assignments will be most likely take-home, although some group activities may be included. Details will be provided at a later date. 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.

***A grade of C- is required for progression or transfer to another program.***

### 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

	C+	2.3	67 – 69.9
Satisfactory	C	2.0	64 – 66.9
<b>Progression</b>	C-	1.7	60 – 63.9
Poor	D+	1.3	57 – 59.9
<b>Minimum Pass</b>	D	1.0	50 – 56.9
Failure	F	0.0	< 50

**Proposed Schedule of Topics**

Week	Week of	Topic
1	06.01.2020	<b>PART 1: INTRODUCTION</b> Chapter 1: Introduction to the Field of Organizational Behaviour
2	13.01.2020	<b>PART 2: INDIVIDUAL BEHAVIOUR AND PROCESSES</b> Chapter 2: Individual Behaviour, Personality, and Value Chapter 3: Perceiving Ourselves and Others in Organizations Chapter 4: Workplace Emotions, Attitudes, and Stress
3	20.01.2020	<b>World Café “Motivation and Performance Practices” Students’ Activity..... 5%</b>
4	27.01.2020	Chapter 5: Foundations of Employee Motivation review Chapter 6: Applied Performance Practices review <b>Research Project – Outline/Draft.....2%</b>
5	03.02.2020	<b>Midterm Examination I Chapters 1 – 5 .....20%</b>
6	10.02.2020	<b>PART 3: TEAM PROCESSES</b> Chapter 7: Decision Making and Creativity <b>Creativity Competition.....2%</b> Chapter 8: Team Dynamics
7	17.02.2020	<b>Reading Week</b>
8	24.02.2020	Chapter 9: Communicating in Organizations <b>Communication Challenge .....2%</b>
9	02.03.2020	Chapter 10: Power and Influence in the Workplace Chapter 11: Conflict and Negotiation in the Workplace <b>Negotiation Challenge .....2%</b>
10	09.03.2020	<b>Midterm Examination II Chapters 6 – 10.....25%</b>
11	16.03.2020	<b>PART 4: ORGANIZATIONAL PROCESSES</b> Chapter 12: Leadership in Organizational Settings Chapter 13: Designing Organizational Structures Research Project – Final submission.....10% Research Project – Presentation..... 8%
12	23.03.2020	Chapter 14: Organizational Culture Chapter 15: Organizational Change Research Project – Final submission.....10% Research Project – Presentation..... 8%
13	30.03.2020	<b>Research Project – Final submission.....10%</b> <b>Research Project – Presentation..... 8%</b>
14	06.04.2020	<b>Final Examinations 35%</b>
15	13.04.2020	

**Please Note:**

Date and time allotted to each topic is subject to change.

## Performance Requirements

### Student Responsibilities

It is your responsibility as a student to contact the Office of the Registrar to complete the forms for Withdrawal or Change of Registration, and any other forms. Please refer to the list of important dates as noted in the Academic Schedule in the Keyano College credit calendar.

More specific details are found in the Student Rights and Student 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 Student Code of Conduct Policies.

### Student Attendance

Class attendance is useful for two reasons. First, class attendance maximizes a student's learning experience. Second, attending class is a good way to keep informed of matters relating to the administration of the course (e.g., the timing of assignments and exams). Ultimately, you are responsible for your own learning and performance in this course.

It is the responsibility of each student to be prepared for all classes. Students who miss classes are responsible for the material covered in those classes and for ensuring that they are prepared for the next class, including the completion of any assignments and / or notes that may be due.

### Academic Misconduct

Students are considered to be responsible adults and should adhere to principles of intellectual integrity. Intellectual dishonesty may take many forms, such as:

- Plagiarism or the submission of another person's work as one's 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
- Handing in the same unchanged work as submitted for another assignment
- 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 Student 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 Student Code of Conduct Policies.

In order to ensure your understanding of the concept of plagiarism, you must successfully complete the online tutorial found on [ilearn.keyano.ca](http://ilearn.keyano.ca). Then print the certificate, sign it, and show it to each of your instructors. Your course work will not be graded until you show this signed certificate.

## Specialized Supports

The Student Academic Support Services (SASS) department: Accessibility Services, Skill Centre, Wellness Services and Student Life Department work together to support student success at Keyano College.

**Accessibility Services (CC167)** supports student success through group and individualized instruction of learning, study and test taking strategies, and adaptive technologies. Students with documented disabilities, or who suspect a disability, can meet with the Learning Strategists to discuss accommodation of the learning barriers that they may be experiencing. Students who have accessed accommodations in the past are encouraged to visit our office at their earliest opportunity to discuss the availability of accommodations in their current courses. Individual appointments can be made by calling 780-791-8934.

**Skill Centre (CC119)** provides a learning space where students can gather to share ideas, collaborate on projects and get new perspectives on learning from our tutorial staff. Students visiting the centre have access to one-to-one or group tutoring, facilitated study groups, and assistance in academic writing. The Skill Centre's Peer Tutor program provides paid employment opportunities for students who have demonstrated academic success and want to share what they have learned. Tutoring is available free to any students registered at Keyano College on a drop in basis, from 8:30 am to 5:00 pm Monday through Friday. Additional evening hours are subject to tutor availability and are posted in the Skill Centre.

**Wellness Services (CC260)** 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 offer a safe and confidential environment to seek help with personal concerns. The Mindfulness Room in CC260 is available as a quiet space for students to relax during regular office hours. Wellness Service welcomes students to participate in any of the group sessions offered throughout the academic year addressing such topics as Mindfulness and Test Anxiety. Individual appointments can be made by calling 780-791-8934.

**Student Life Department (CC210)** is a place for students to go when they don't know who else can answer their questions. The staff will help students navigate barriers to success and if they don't know the answer, they will find it out. Student success is directly affected by how connected a student feels to their college. The student life department is there to help students get connected.

**Please watch your Keyano email for workshop announcements from our Student Academic Support Services team.**