

BUS 270A, Organizational Behaviour

3 Credits, 16 weeks, 4 hours

Important theories and research in the Behavioural Sciences are examined and a framework for understanding and predicting human behaviour 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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Hours of Instruction

Tuesday, 3:00 – 4:50 PM, Clearwater Building, Room 228
Friday, 10:00 – 11:50 AM, Clearwater Building, Room 228

Office hours

Monday, 8-8:50 AM, 11-11:50 AM
Tuesday, 2-2:50 PM
Thursday, 2-2:50 PM
Friday, 9-9:50 AM

Required Resources

Organizational Behaviour: Concepts, Controversies and Applications, Robbins, Stephen P. & Langton, Sixth Canadian Edition, ISBN 978-0-13-231031-4

Course Outcomes

Upon successful completion of this course, you will be able to:

1. Explain how different personalities and perceptions of events can impact working relationships.

The following concepts, skills, and issues are used to support this Outcome:

- 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.

The following concepts, skills, and issues are used to support this Outcome:

- 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.

The following concepts, skills, and issues are used to support this Outcome:

- 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.

The following concepts, skills, and issues are used to support this Outcome:

- Apply decision-making processes to business decisions.
- Describe how ethical decisions are made.
- Assess individual and group decisions to detect decision making errors and their implications.

5. Examine culture in organizations and explain how it is created, maintained or changed for optimal performance outcomes.

The following concepts, skills, and issues are used to support this Outcome:

- Examine the characteristics of organizational cultures.

Evaluation

Active Learning (In -class discussion, activities, and attendance)	10%
Midterm Exam	25%
Written Cases (2 x 15% each)	30%
Final Exam	35%

The minimum standard for passing this course is a grade of 50%.

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 Progression	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
Min Pass	D	1.0	50 - 56.9
Failure	F	0.0	< 50

- **ACTIVE LEARNING:** Students will lose 5% from their active learning grade for every class missed; however, each student is entitled to one absence without penalty. Students who miss three (3) or more classes will receive a grade of 0% for the Active Learning component of the course. Students who arrive after the initial 10 minutes of class or leave before the class is completed will be marked absent in the process.
- **GROUP LEARNING:** Interpersonal and group behaviour are important elements of organizational behaviour. As a result, a considerable amount of learning is expected to occur in a group setting or as the result of group experiences.
- **WRITTEN CASES:** Working in pairs, students will prepare a written case memo. Details regarding these assignments will be provided in class. All assignments are to be submitted at the beginning of the class indicated. Late assignments will receive a score of 0%.
- **EXAMINATIONS:** Over the course of the semester you will write two examinations. The purpose of these exams is to assess your knowledge of the breadth of material in this course. The Mid-Term Examination will consist of multiple-choice and true/false questions. You will be given one class period to complete it. The Final Examination will follow the same format as the mid-term exam, but will consist of course materials following the midterm exam. **Students who fail to write exams during the scheduled time will receive a score of 0%. Unforeseen events can be accommodated with relevant documentation to support the claim.**
- **Students will refrain from using mobile devices in class.** Students who choose to do so during class will be asked to leave.

Performance Requirements

Student Attendance

Class attendance maximizes a students' learning experience. In addition, attending class is a good way to keep informed of matters relating 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. **Students are expected to arrive on time and to stay for the duration of the class.** Please refer to page 33 of the Credit Calendar.

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.

Accommodation for Students with Disabilities

The College will provide reasonable accommodation to students with disabilities in order to promote academic success. If you require accommodation, contact the Learner Assistance Program Office at 780-792-5608 to initiate the process for documenting, assessing and implementing your individual accommodation needs. In addition, tutoring services are available at the SKILL Centre (Room 119).

Proposed Schedule

WEEK	WEEK OF	TOPIC	CHAPTERS / SECTIONS
1	Sept. 1	Introduction to Organizational Behaviour	Chapter 1
2	Sept. 8	Perception, Personality, and Emotions	Chapter 2
3	Sept. 15	Values, Attitudes and Diversity	Chapter 3
4	Sept. 22	Theories of Motivation	Chapter 4
5	Sept. 29	Motivation in Action	Chapter 5
6	Oct. 6	Groups and Teamwork	Chapter 6
7	Oct. 13	Communication Midterm Exam (Ch#1-6), October 17 Case #1 Due October 17	Chapter 7
8	Oct. 20	Power and Politics	Chapter 8
9	Oct. 27	Conflict and Negotiation	Chapter 9
10	Nov. 3	Organizational Culture	Chapter 10
11	Nov. 10	Leadership Decision Making, Creativity and Ethics Case #2 Due November 14	Chapters 11, 12
12	Nov. 17	Organizational Structure	Chapter 13
13	Nov. 24	Organizational Change	Chapter 14
14	Dec. 1	Final Exam Review and Wrap-up	
15	Dec. 8	Final Exam Period - TBA	
16	Dec. 15	Final Exam Period - TBA	