

**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**

Instructor Name: Gregory Krabes  
Office location: S111F  
Phone number: 780-791-8958  
Email: [gregory.krabes@keyano.ca](mailto:gregory.krabes@keyano.ca)

**Office Hours**

Monday  
Tuesday  
Wednesday  
Thursday

**Hours of Instruction**

Wednesday 6:30 PM – 9:30 PM, Room CC224

**Required Resources****Textbook title**

Organizational Behaviour: Concepts, Controversies and Applications,  
Robbins, Stephen P. & Langton, Seventh Canadian Edition, ISBN 978-0-13-359178-1

**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

In-class Participation	25%
2 Assignments @ 10% each	20%
2 Term Examinations @ 15% each	30%
Final Exam	25%
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 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**

<b>Descriptor</b>	<b>Alpha Grade</b>	<b>4.0 Scale</b>	<b>Percent</b>
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 <b>Progression</b>	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
<b>Minimum Pass</b>	D	1.0	50 – 56.9
Failure	F	0.0	< 50

**Proposed Schedule of Topics**

Week	Class date	Topic
1	Sept. 6	Introduction – Chapter 1 What is Organizational Behaviour
2	Sept. 13	Chapter 2- Perception Personality and Emotions
3	Sept. 20	Chapter 3 – Values, Attitudes and Diversity in the Workplace
4	Sept. 27	Chapter 4 – Theories of Motivation
5	Oct. 4	Chapter 5 – Motivation in Action
6	Oct. 11	Chapter 6 – Groups and Teamwork
7	Oct. 18	Chapter 7 – Communication
8	Oct. 25	Chapter 8 – Power and Politics
9	Nov. 1	Chapter 9 – Conflict and Negotiation
10	Nov. 8	Chapter 10 – Organizational Culture
11	Nov. 15	Chapter 11 – Leadership
12	Nov. 22	Chapter 12- Decision Making, Creativity and Ethics
13	Nov. 29	Chapter 13- Organizational Structure
14	Dec. 6	Chapter 14 – Organizational Change
15	TBA	Examinations

**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****Counselling and Accessibility Services**

Counselling Services provides a wide range of specialized counselling services to prospective and registered students, including personal, career and academic counselling.

**SKILL Centre**

The SKILL Centre is a learning space in the Clearwater Campus at Keyano College where students can gather to share ideas, collaborate on projects and get new perspectives on learning from our tutorial staff.

The SKILL Centre, through a variety of delivery methods, provides assistance in skill development to Keyano students. Assistance is provided by instructors, staff and student tutors. Individuals wishing to improve their mathematics, writing, grammar, study, or other skills, can take advantage of this unique service.

**Authorization**

This course outline has been reviewed and approved by the Program Chair.

---

Gregory Krabes, Instructor

---

Nermin Zukic, Business Chair

Date Authorized

---

Vincella Thompson, Dean

Date Authorized

**Signed copies to be delivered to:**

Instructor

Registrar's Office