# Course Outline

## BUS 270E, Organizational Behaviour
*Credits 3, 16 weeks, 4 hours*

### Official course description

Important theories and research in the Behavioural Sciences are examined and a frame work for understanding and predicting human behaviour in the work place 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 workplace, effort, performance, absenteeism, turnover and job satisfaction among individuals in the organization.

### Prerequisites and/or co-requisites:
None

### Instructor

Instructor Name: Dr Gerry Gannon
Office location: S113F
Phone number: 791-4829
Gerry.Gannon@keyano.ca

### Office hours
Monday 11.00am - 12.00 noon
Tuesday 11.00am - 1.00 pm
Wednesday 5.00 - 6.00 pm
Thursday 1.00pm - 2.00 pm

### Hours of Instruction
Wednesday 6.30 pm – 9.30 pm

### 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

| OUTCOME | Upon successful completion of this course, you will be able to |
|---|---|
| 1 | Explain how different personalities and perceptions of events can impact working relationships. <br><br> The following concepts, skills, and issues are used to support this Outcome: <br><br> • Discuss organizational behavior and explain why it is relevant to everyone. <br><br> • Identify common perceptual errors and evaluate how they operate to create our judgments of others. <br><br> • Use personality models and traits to analyze behaviours and their impact on relationships. |

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|---|---|
| | • Describe factors that can lead to clashes of values in the Canadian workplace.<br><br>• Explain values and attitudes and examine their roles in judgments and decision making.<br><br>• 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.<br><br>The following concepts, skills, and issues are used to support this Outcome:<br><br>• Use theories of motivation to analyze productivity and satisfaction on an individual and group level.<br><br>• 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.<br><br>The following concepts, skills, and issues are used to support this Outcome:<br><br>• Identify and explain sources of conflict and apply appropriate conflict management strategies.<br><br>• Assess personal conflict management strategies and their implications.<br><br>• Describe common elements of power and assess their effectiveness. |
| 4 | Assess decision making processes.<br><br>The following concepts, skills, and issues are used to support this Outcome:<br><br>• Apply decision-making processes to business decisions.<br><br>• Describe how ethical decisions are made. |
| 5 | Examine culture in organizations and explain how it is created, maintained or changed for optimal performance outcomes.<br><br>The following concepts, skills, and issues are used to support this Outcome:<br><br>• Examine the characteristics of organizational cultures. |

## COMPLETION REQUIREMENTS

The minimum passing grade for this course is 50% (D). Please note, however, that minimum grades or Grade Point Averages (GPAs)- term or cumulative- required for transfer, good standing in a program, eligibility for graduation, or requirements for professional designation or professional examination exemption may be higher. Students are strongly encouraged to consult with their academic advisor for more details.

**Evaluation**

| OUTCOME | ACTIVITY DESCRIPTION | MARK DISTRIBUTION |
|---|---|---|
| 1 and 2 | Written Assessment – (week 6 on chapters 1 - 5) | 25% |
| 1,2,3 and 4 | Team Project/Research Paper (due week 9 - 11th March 3.00 pm) | 30% |
| 3 and 4 | Final Written Examination | 35% |
| 1, 2, 3 and 4 | Professionalism | 10% |
| | Total | 100% |

**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 |
| Progression | 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 Commencing | Topic |
|---|---|---|
| 1 | 4 Jan | Introduction- Chapter 1 What is Organizational Behaviour and |
| 2 | 11 Jan | Chapter 2 – Perception Personality and Emotions |
| 3 | 18 Jan | Chapter 3– Values, Attitudes and Diversity in the Workplace |
| 4 | 25 Jan | Chapter 4– Theories of Motivation |
| 5 | 1 Feb | Chapter 5 – Motivation in Action |
| 6 | 8 Feb | Chapter 6 – Groups and Teamwork (Written assessment on chapters 1 - 5) |
| 7 | 15 Feb | Chapter 7 – Communication |
| 8 | 22 Feb | Reading Week |
| - | 29 Feb | Team work assignment preparation |
| 9 | 7 March | Chapter 8 – Power and Politics Team Project delivery – 11th March 2016 – 3.00 pm |
| 10 | 14 March | Chapter 9 – Conflict and Negotiation |
| 11 | 21st March | Chapter 10 – Organizational Culture |
| 12 | 28th March | Chapter 11 – Leadership |
| 13 | 4th April | Chapter 12 & 13 – Decision Making, Creativity and Ethics and Organizational Change |
| 14 | 11th April | Chapter 14- Organizational Change |
| - | 18th April | Final Examination |

*Please Note:*

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

Performance Requirements

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 2015-2016 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.

## Specialized Supports

## Counselling and Disability 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.

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Gerry Gannon, Instructor

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Gina Jackson, Chair                           Date Authorized

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Guy Harmer, Dean                             Date Authorized

**Signed copies to be delivered to:**

Gerry Gannon
Registrar's Office