



COURSE OUTLINE: BCH102 - ORGANIZATIONAL BEHAV

Prepared: John Cavaliere

Approved: Sherri Smith, Chair, Natural Environment, Business, Design and Culinary

Course Code: Title	BCH102: ORGANIZATIONAL BEHAVIOUR
Program Number: Name	2035: BUSINESS 2050: BUSINESS -ACCOUNTING 4044: MOT POWER ADV REPAIR
Department:	BUSINESS/ACCOUNTING PROGRAMS
Semesters/Terms:	19F, 20W
Course Description:	In this course, students will assess the impacts of human behaviour on organizational performance through the study of personal values and perceptions, motivational techniques, effective utilization of teamwork, conflict resolution options, negotiation processes, leadership styles, approaches to decision-making, options for organizational structure, and change management. Students will learn to predict potential impacts of human resources policies and practices on employee behaviour as well as recommend management practices to effectively address specific employee behaviours.
Total Credits:	3
Hours/Week:	3
Total Hours:	45
Prerequisites:	There are no pre-requisites for this course.
Corequisites:	There are no co-requisites for this course.
Substitutes:	BUS103, OEL729
Vocational Learning Outcomes (VLO's) addressed in this course: Please refer to program web page for a complete listing of program outcomes where applicable.	<p>2035 - BUSINESS</p> <p>VLO 7 Explain the role of the human resource function and its impact on an organization.</p> <p>VLO 12 Develop strategies for ongoing personal and professional development to enhance work performance in the business field.</p> <p>2050 - BUSINESS -ACCOUNTING</p> <p>VLO 6 Analyze, within a Canadian context, the impact of economic variables, legislation, ethics, technological advances and the environment on an organization's operations.</p> <p>4044 - MOT POWER ADV REPAIR</p> <p>VLO 13 Apply business practices, project management skills, and communication skills to improve customer service.</p> <p>VLO 15 Develop and use personal and professional strategies and plans to improve professional growth, job performance, and work relationships.</p> <p>VLO 16 Complete all assigned work in compliance with occupational, health, safety, and environmental law; established policies and procedures; codes and regulations; and in accordance with ethical principles.</p>
Essential Employability	EES 1 Communicate clearly, concisely and correctly in the written, spoken, and visual form



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Skills (EES) addressed in this course:

- that fulfills the purpose and meets the needs of the audience.
- EES 5 Use a variety of thinking skills to anticipate and solve problems.
- EES 8 Show respect for the diverse opinions, values, belief systems, and contributions of others.
- EES 9 Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals.
- EES 10 Manage the use of time and other resources to complete projects.
- EES 11 Take responsibility for ones own actions, decisions, and consequences.

Course Evaluation:

Passing Grade: 50%, D

Other Course Evaluation & Assessment Requirements:

Students are expected to be present to write all tests in class. If a student is unable to write a test due to illness or a legitimate emergency, that student must contact the professor prior to class and provide reasoning, which is acceptable to the professor. Should the student fail to contact the professor, the student shall receive a grade of zero on the test.

Once the test has commenced, the student is considered absent and will not be given the privilege of writing the test.

Students caught cheating during a test will receive an automatic zero. Please refer to the College Academic Dishonesty Policy for further information.

In order to qualify to write a missed test, the student shall have:

- a) attended at least 80% of the classes.
- b) provided the professor an acceptable explanation for his/her absence.
- c) been granted permission by the professor.

NOTE: The missed test that has met the criteria above will be an end-of-semester test.

Labs and Assignments are due on the due-date indicated by the Professor. Notice by the professor will be written on the lab or verbally announced in the class and / or both. No late labs will be accepted beyond the due date. Once labs / assignments have been marked by the professor and returned to the student, no new labs / assignments will be accepted. It is the responsibility of the student who has missed a class to contact the professor immediately to obtain the lab / assignment. Students are responsible for doing their own work. Labs / assignments that are handed in and are deemed identical in content and personal wording to others may constitute academic dishonesty and result in a zero grade.

The total overall average of test scores combined must be 50% or higher in order to qualify to pass this course. In addition, combined tests, Labs / Assignments total grade must be 50% or higher.

Books and Required Resources:

Organizational Behavior MyLab Management with Pearson eText - Standalone Access by Langton
 Publisher: Pearson Education Canada Edition: 8
 ISBN: 9780134882451

Course Outcomes and Learning Objectives:

Course Outcome 1	Learning Objectives for Course Outcome 1
Examine strategies for managing organizational change.	1.1 Identify techniques to assess and define an organizations culture. 1.2 Contribute to the development of policies and practices that are consistent with the organizational culture. 1.3 Explain options for organizational structures and the



	<p>rationales associated with each.</p> <p>1.4 Describe options for employee socialization and the role socialization plays.</p> <p>1.5 Critique change processes and the role of training related to change management and organizational development.</p> <p>1.6 Develop effective processes to manage organizational change.</p> <p>1.7 Recommend strategies to maintain employee morale during organizational change.</p>
Course Outcome 2	Learning Objectives for Course Outcome 2
Evaluate contemporary issues in leadership.	<p>2.1 Distinguish between managers and leaders.</p> <p>2.2 Assess characteristics that contribute to effective leadership.</p> <p>2.3 Identify methods to inspire others to achieve personal objectives and to contribute to organizational goals.</p> <p>2.4 Determine how leaders can inspire others to achieve personal objectives and contribute to organizational goals.</p> <p>2.5 Examine decision-making techniques and their degree of effectiveness.</p> <p>2.6 Make recommendations for organizations regarding ethical decision-making.</p>
Course Outcome 3	Learning Objectives for Course Outcome 3
Evaluate conflict management and conflict.	<p>3.1 Explain different types of teams and their role in organizations.</p> <p>3.2 Examine the value and impacts of diversity in teams.</p> <p>3.3 Define conflict (functional and dysfunctional) and negotiation.</p> <p>3.4 Develop plans for effective team performance, especially where diversity exists.</p> <p>3.5 Identify the perspectives of others to facilitate the resolution of conflicts.</p> <p>3.6 Recommend a variety of conflict-resolution approaches and appropriate utilization of each.</p> <p>3.7 Develop plans for the improvement of negotiation skills and outcomes.</p>
Course Outcome 4	Learning Objectives for Course Outcome 4
Assess factors that shape employee behaviour.	<p>4.1 Explain perception and various perceptual errors.</p> <p>4.2 Identify how personality affects behaviour.</p> <p>4.3 Explain how values and attitudes relate to performance and productivity in diverse work groups.</p>
Course Outcome 5	Learning Objectives for Course Outcome 5
Examine motivational strategies for specific organizational circumstances and individual differences.	<p>5.1 Define motivation and its types (intrinsic and extrinsic).</p> <p>5.2 Explain person-organization fit.</p> <p>5.3 Describe effective motivation techniques.</p> <p>5.4 Identify different types of strategies designed to support employee engagement and motivation.</p> <p>5.5 Examine techniques to positively influence behaviours within an organization consistent with the organizations strategic goals.</p>

Evaluation Process and



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Grading System:	Evaluation Type	Evaluation Weight
	Assignments	40%
	Tests	60%

Date: June 17, 2019

Addendum: Please refer to the course outline addendum on the Learning Management System for further information.