

SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ON



COURSE OUTLINE

COURSE TITLE: ORGANIZATIONAL BEHAVIOUR

CODE NO.: BUS 103 SEMESTER: TWO

PROGRAM: ACCOUNTING AND BUSINESS

AUTHOR: PENNY PERRIER

DATE: January 2002 PREVIOUS OUTLINE DATED: Jan. 2001

APPROVED: _____
DEAN DATE

TOTAL CREDITS 3

PREREQUISITE(S): none

LENGTH OF COURSE: 3 hrs/wk _____ TOTAL CREDIT HOURS: 45

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Hospitality and Natural Resources Programs, (705) 759-2554, Ext. 688*

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I. COURSE DESCRIPTION:

This course provides the student the opportunity to acquire the knowledge necessary to understand concepts utilized in the study of human behaviour and performance in the organizational setting. This course strives to develop the student's knowledge and skills required by organizations that have developed the total quality management philosophy and its related concepts. The study of organizational behaviour should provide the student a systematic method of looking at and understanding the behaviour of people in an organization.

II LEARNING OUTCOMES AND ELEMENTS OF PERFORMANCE:

A. Learning Outcomes:

1. Analyze the concepts relating to organizational processes and the implications to individual and interpersonal processes.
2. Describe individual differences and their organizational impacts.
3. Define interpersonal and group processes with respect to organizational effectiveness.
4. Describe the elements of change as they relate to individual, interpersonal and organizational processes.

B. Learning Outcomes and Elements of the Performance:

1. Analyze the concepts relating to organizational processes and the implications to individual and interpersonal processes.

Elements of the performance:

- Define organizational behaviour
- Describe the challenges of the Canadian workplace.
- Identify critical skills for today's managers and managers of the 21st century.

This learning outcome will constitute 20% of the course's grade.

2. Describe individual differences and their organizational impacts.

Elements of the performance:

- Identify the two key areas of individual differences and how they might affect employees' behaviour at work.
- Describe perception and attribution and explain their importance.

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- Identify the factors influencing perception.
- Identify personality determinants.
- Identify personality traits.
- Explain major personality attributes influencing organizational behaviour.
- Discuss the personality-job-fit theory.
- Discuss the relationship and application of values in the workplace including values across cultures.
- Discuss the importance of attitudes in the workplace.
- Define motivation and identify the challenges of motivating others.
- Describe the organizational implications for the various motivational theories.
- List the factors in goal setting and performance and describe their relationship.

This learning outcome will constitute 25% of the course's grade.

3. Define interpersonal and group processes with respect to organizational effectiveness.

Elements of performance:

- Describe the stages of group development.
- Describe the influences on groups and teams.
- Identify intragroup activities as well as intergroup relations.
- Differentiate between groups and teams.
- Describe different types of teams
- Describe the elements of high performing teams.
- Define leadership
- Explain why no one leadership style is ideal in all situations.
- Describe leadership skills and identify sources of power.
- Describe the conflict process.
- Describe and apply five interpersonal conflict-handling styles.
- List common barriers to effective communication.
- Describe the elements of interpersonal communication.

This learning outcome will constitute 25% of the course's grade.

4. Describe the elements of change as they relate to individual, interpersonal and organizational processes.

Elements of the performance:

- Discuss the forces for change.
- Identify types of organizational change.

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- Outline the process of managing organizational change.
- Summarize the sources of individual and organizational resistance to change.
- Describe potential sources of stress.
- Explain individual difference variables with respect to coping with stress.

This learning outcome constitutes 30 % of the course grade.

III. TOPICS:

- 1) Working in the Organization of the 21st Century.
- 2) Perception and Personality.
- 3) Values, Attitudes and Their Effects in the Workplace.
- 4) Motivation Concepts.
- 5) Foundations of Group Behaviour.
- 6) Understanding Work Teams
- 7) Leadership
- 8) Conflict and Negotiation
- 9) Organizational Change and Stress Management

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

Fundamentals of Organizational Behaviour, Canadian Edition by Stephen P. Robbins and Nancy Langton, Prentice Hall Can. Inc.

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V. EVALUATION PROCESS/GRADING SYSTEM

Assignments will constitute 20% of the grade. Tests will constitute 80%.

4 Test X	20%	=	80
Assignment		=	20
Total			100%

The following semester grades will be assigned to students in postsecondary courses:

<u>Grade</u>	<u>Definition</u>	<u>Grade Point Equivalent</u>
A+	90 – 100%	4.00
A	80 – 89%	3.75
B	70 – 79%	3.00
C	60 – 69%	2.00
R (Repeat)	59% or below	0.00
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field placement or non-graded subject areas.	
U	Unsatisfactory achievement in field placement or non-graded subject areas.	
X	A temporary grade – limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course (see Policies & Procedures Manual - Deferred Grades and Make-up).	
NR	Grade not reported to Registrar's office. This is used to facilitate transcript preparation when, for extenuating circumstances, it has been impossible for the faculty member to report grades.	

VI. SPECIAL NOTES:

- **Missed Tests** – A student who has missed a test for whatever reason may have the opportunity to write a comprehensive supplemental test later in the semester. Permission to write the supplemental test may be granted providing the student has recorded a classroom and lab attendance of 80% or better in the course.

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- **Late Assignments** – All assignments are distributed in sufficient time for their prompt orderly completion. All assignments are due at the beginning of class on the due date. Assignments may be submitted early. Late assignments will not be accepted – except in rare circumstances where in the professor’s opinion the extension is deemed fair to all parties and is appropriate such as family emergency or severe illness or accident. Only one extension will be granted and it will be for a limited period of time.
- **Attendance** – Attendance will be recorded on a regular basis. Students will make a significant effort to attend all classes, labs, study sessions, case analysis sessions and meetings. Missed sessions will result in students being deprived of instruction and performance feedback, as well as the insight and perspective of their peers. Poor attendance might have an impact on your grants and loans.
- **Special Needs** - If you are a student with special needs (eg. physical limitations, visual impairments, hearing impairments, learning disabilities), you are encouraged to discuss required accommodations with the instructor and/or contact the Special Needs Office, Room E1204, Ext. 493, 717, 491 so that support services can be arranged for you
- **Retention of Course Outlines** - It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other post-secondary institutions.
- **Course Modification** - The instructor reserves the right to modify the course as deemed necessary to meet the needs of students.