COURSE OUTLINE: BCH102 - ORGANIZATIONAL BEHAV

Prepared: School of Business
Approved: Martha Irwin - Dean

Course Code: Title	BCH102: ORGANIZATIONAL BEHAVIOUR
Program Number: Name	2035: BUSINESS 2041: BUSINESS - H.R. 2050: BUSINESS -ACCOUNTING 2057: BUSINESS - MARKETING 2179: ADVANCE PRO MGT-STRA 4044: MOT POWER ADV REPAIR
Department:	BUSINESS/ACCOUNTING PROGRAMS
Academic Year:	2025-2026
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:	42
Prerequisites:	There are no pre-requisites for this course.
Corequisites:	There are no co-requisites for this course.
Substitutes:	BUS103, OEL729
This course is a pre-requisite for:	PMC400, PMC410
Vocational Learning Outcomes (VLO's) addressed in this course: **Please refer to program web page for a complete listing of program outcomes where applicable.**	**2035 - BUSINESS** VLO 2 Apply principles of corporate sustainability, corporate social responsibility and ethics to support an organization's business initiatives. VLO 7 Explain the role of the human resource function and its impact on an organization. VLO 12 Develop strategies for ongoing personal and professional development to enhance work performance in the business field. **2041 - BUSINESS - H.R.** VLO 4 contribute to an organization's success through effective employee relations VLO 11 identify the human resources component of a business plan

2050 - BUSINESS -ACCOUNTING

VLO 6   Analyze, within a Canadian context, the impact of economic variables, legislation, ethics, technological advances and the environment on an organization's operations.

2057 - BUSINESS - MARKETING

VLO 10   develop strategies with clients, customers*, consumers*, co-workers, supervisors, and others to maintain and grow working relationships

VLO 13   operate within a framework of organizational policies and practices, when conducting business of the organization

2179 - ADVANCE PRO MGT-STRA

VLO 5   Interact with team and stakeholders in a professional manner, respecting differences to ensure a collaborative project environment

VLO 12   Integrate inclusive practices from a Canadian perspective to support equity and participation of diverse stakeholders when managing projects

4044 - MOT POWER ADV REPAIR

VLO 13   Apply business practices, project management skills, and communication skills to improve customer service.

VLO 15   Develop and use personal and professional strategies and plans to improve professional growth, job performance, and work relationships.

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.

Essential Employability Skills (EES) addressed in this course:	EES 1 Communicate clearly, concisely and correctly in the written, spoken, and visual form 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 A minimum program GPA of 2.0 or higher where program specific standards exist is required for graduation.
Books and Required Resources:	Organizational Behaviour by Black et al. Publisher: OpenStax ISBN: 9781947172 Please see LMS for details regarding access to this open education resource.

Course Outcomes and Learning Objectives:	**Course Outcome 1**	**Learning Objectives for Course Outcome 1**
	Examine the concept of Organizational Behaviour.	1.1 Demonstrate the importance of interpersonal skills in the workplace. 1.2 Define organizational behaviour. 1.3 Understand the value of systematic study of organizational behavior. 1.4 Identify the major behavioral science disciplines that contribute to organizational behavior. 1.5 Demonstrate why few absolutes apply to organizational behavior. 1.6 Identify workplace challenges that provide opportunities to apply OB concepts.
	Course Outcome 2	**Learning Objectives for Course Outcome 2**
	Discuss perception, personality and emotions in an organization.	2.1 Define perception and explain the factors that influence it. 2.2 Explain attribution theory and list the 3 determinants of attribution. 2.3 Describe personality, the way it is measured and the factors that shape it. 2.4 Describe the Myers-Briggs type indicator personality framework and its strengths and weaknesses. 2.5 Identify the key traits in the big five personality model. 2.6 Differentiate between emotions and mood. 2.7 Show the impact of emotional labour on employees.
	Course Outcome 3	**Learning Objectives for Course Outcome 3**
	Discuss and come to understand values, attitudes, and diversity in the workplace.	3.1 Identify unique Canadian values. 3.2 Understand the three components of attitude. 3.3 Describes key attitudes that affect organizational performance. 3.4 Summarize the main causes of job satisfaction. 3.5 Identify the main consequences of job satisfaction. 3.6 Identify employee responses to job dissatisfaction. 3.7 Describe how organizations can manage diversity effectively. 3.8 Identify the benefits of cultural intelligence.
	Course Outcome 4	**Learning Objectives for Course Outcome 4**
	Discuss the theories of motivation.	4.1 Describe the three key elements of motivation. 4.2 Evaluate the early theories of motivation. 4.3 Demonstrate the differences among goal setting theory, self efficacy theory, and the reinforcement theory. 4.4 Describe why equity and fairness matter in the workplace. 4.5 Demonstrate how organizational justice is a refinement of equity theory. 4.6 Contrast intrinsic and extrinsic rewards. 4.7 Discuss the ethics behind motivation theories.
	Course Outcome 5	**Learning Objectives for Course Outcome 5**
	Discuss motivation in action.	5.1 Demonstrate how the different types of variable pay programs can increase employee motivation. 5.2 Show how flexible benefits can be used to motivate.

Course Outcome 6	Learning Objectives for Course Outcome 6
Discuss and understand groups and teamwork.	6.1 Define a group and team. 6.2 Analyze the growing popularity of teams in organizations. 6.3 Contrasts the five types of teams. 6.4 Shown how role requirements change in different situations. 6.5 Demonstrate how norms exert influence on an individual`s behaviour. 6.6 Identify the five stages of group development. 6.7 Identify the characteristics of effective teams.
Course Outcome 7	Learning Objectives for Course Outcome 7
Discuss the role of communication.	7.1 Describe the communication process of formal and informal communication. 7.2 Identify common barriers to effective communication. 7.3 Contrasts downward, upward and lateral communication. 7.4 Contrast groups, networks and grapevine. 7.5 Contrast oral, written and nonverbal communication. 7.6 Show how to overcome potential problems in cross cultural communication.
Course Outcome 8	Learning Objectives for Course Outcome 8
Explore power and politics.	8.1 Define power. 8.2 Explain the role of dependence in power relationships. 8.3 Identify power or influence tactics and their contingencies. 8.4 Explain what empowerment is. 8.5 Describe how politics works in organizations.
Course Outcome 9	Learning Objectives for Course Outcome 9
Explore and discuss conflict and negotiation.	9.1 Define conflict. 9.2 Describe the three types of conflict. 9.3 Identify the conditions that lead to conflict. 9.4 Show how individual differences influence negotiation. 9.5 Assess the roles and functions of third party negotiations.
Course Outcome 10	Learning Objectives for Course Outcome 10
Explore and discuss organizational culture.	10.1 Describe and the common characteristics of organizational culture. 10.2 Identify the factors that create and sustain an organization`s culture. 10.3 Show how culture is transmitted to employees. 10.4 Demonstrate how an ethical organizational culture can be created. 10.5 Describe the positive organizational culture.

Above, at the top of the right column, continuing from the previous page:

5.3 Identify the motivational benefits of intrinsic rewards.
5.4 Describe the job characteristics model and the way it motivates.
5.5 Compare the main ways jobs can be redesigned.
5.5 Explain how specific alternate work arrangements can motivate employees.
5.6 Describe how employee involvement programs can motivate employees.

Course Outcome 11	Learning Objectives for Course Outcome 11
Explore elements of leadership.	11.1 Contrast leadership and management . 11.2 Contrast inspirational and responsible leadership. 11.3 Identify the leadership roles available to non-managers. 11.4 Define authentic leadership. 11.5 Identify the challenges to our understanding of leadership.

Evaluation Process and Grading System:

Evaluation Type	Evaluation Weight
Assignments	60%
Tests	40%

Date: August 1, 2025

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