COURSE OUTLINE: BCH102 - ORGANIZATIONAL BEHAV

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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:	20F, 21W
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.**	**2035 - BUSINESS** 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. **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. **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

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		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.	
Other Course Evaluation & Assessment Requirements:	Students are expected to be present to write all tests in class / online. 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 / online 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 / participated in 80% of online labs / quizzes. 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 / virtual 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 / virtual 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	

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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**
	Perception, Personality and Emotions	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**
	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**
	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**
	Motivation in Action	5.1 demonstrate how the different types of variable pay

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	programs can increase employee motivation 5.2 show how flexible benefits can be used to motivate 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 6	**Learning Objectives for Course Outcome 6**
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 behavior 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**
Communications	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**
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**
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**
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

In response to public health requirements pertaining to the COVID19 pandemic, course delivery and assessment traditionally delivered in-class, may occur remotely either in whole or in part in the 2020-2021 academic year.

	10.5 describe the positive organizational culture

Course Outcome 11	Learning Objectives for Course Outcome 11
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	40%
Tests & Quizzes	60%

Date: June 17, 2020

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

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