Business Administration

Fall, 2018

BUS 270E Organizational Behaviour
3 Credits, 3 hours per week

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

Instructor

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Office Hours

Tuesday   17:30 – 18:30
Wednesday   16:30 – 18.30
Thursday   13:00 – 15.00

Hours of Instruction

Tuesdays   18:30 – 21:30

Required Resources

Textbook title
Organizational Behaviour © 2018
by Steven McShane, Kevin Tasa
10th Edition • Electronic book text
9781260193701 • 1260193705

Course Outcomes

Upon completion of this course, the students shall be able to:

1. Explain how different personalities and perceptions of events can impact working relationships.
   - Discuss organizational behavior and explain why it is relevant to everyone.
   - Identify common perceptual errors and evaluate how they operate to create our judgments of others.
   - Use personality models and traits to analyze behaviours and their impact on relationships.
   - Describe factors that can lead to clashes of values in the Canadian workplace.
   - Explain values and attitudes and examine their roles in judgments and decision making.
   - 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.
   - Use theories of motivation to analyze productivity and satisfaction on an individual and group level.
   - 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.

   - Identify and explain sources of conflict and apply appropriate conflict management strategies.
   - Assess personal conflict management strategies and their implications.
   - Describe common elements of power and assess their effectiveness.

4. Assess decision making processes.
   - Apply decision-making processes to business decisions.
   - Describe how ethical decisions are made.

5. Examine culture in organizations and explain how it is created, maintained or changed for optimal performance outcomes.
   - Examine the characteristics of organizational cultures.

Evaluation

Midterm Examinations
| Midterm Examination I .... | 20% | **09.10.2018** |
| Midterm Examination II .... | 25% | **06.11.2018** |
Research Projects... 20%
Research Project – Outline/Draft	2%	**03.10.2018**
Research Project – Final submission……. ..	10%	**03.12.2018**
Research Project – Presentation…………...	8%	**03.12.2018**
Comprehensive Final Exam...................................... 35%

                                Total   100%

For the purpose of this course participation is defined as student-initiated interaction during class time, highly relevant to the topic being discussed and containing new, non-repetitive content. Frequency and quality of contributions will be considered, as well as its impact on the overall class learning. Please keep in mind it is difficult to receive participation grade without attendance.

Objective of term examinations is to ensure student's grasp of key terminology, definitions and their proper application. They will be predominantly in multiple choice format. Dates will be announced, but will typically occur after each 3-4 new chapters were completed.

Assignments will be most likely take-home, although some group activities may be included. Details will be provided at a later date. Students may also identify areas of interest and pursue research, or project of mutually agreed scope and choice. Permission and agreement may be granted in writing via email.

A grade of C- is required for progression or transfer to another program.

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 of	Topic
1	05.09.2018	
2	10.09.2018	**PART 1: INTRODUCTION** 　Chapter 1: Introduction to the Field of Organizational Behaviour **PART 2: INDIVIDUAL BEHAVIOUR AND PROCESSES** 　Chapter 2: Individual Behaviour, Personality, and Value
3	17.09.2018	Chapter 3: Perceiving Ourselves and Others in Organizations 　Chapter 4: Workplace Emotions, Attitudes, and Stress
4	24.09.2018	Chapter 5: Foundations of Employee Motivation
5	01.10.2018	Chapter 6: Applied Performance Practices 　Research Project – Outline/Draft **2%**
6	09.10.2018	08.10.2018 – Thanksgiving Midterm Examination I Chapters 1 – 5 **09.10.2018 20%**
7	15.10.2018	**PART 3: TEAM PROCESSES** 　Chapter 7: Decision Making and Creativity 　Chapter 8: Team Dynamics
8	22.10.2018	Chapter 9: Communicating in Organizations 　Chapter 10: Power and Influence in the Workplace
9	29.10.2018	Chapter 11: Conflict and Negotiation in the Workplace 　Chapter 12: Leadership in Organizational Settings
10	05.11.2018	Midterm Examination II Chapters 6 – 10 **06.11.2018 25%**
11	13.11.2018	12.11.2018 – Remembrance **PART 4: ORGANIZATIONAL PROCESSES** 　Chapter 13: Designing Organizational Structures
12	19.11.2018	Chapter 14: Organizational Culture
13	26.11.2018	Chapter 15: Organizational Change
14	03.12.2018	Research Project – Final submission…….**10%** Research Project – Presentation………… **8%**
15	10.12.2018	Final Examinations **35%**

Please Note:
Date and time allotted to each topic is subject to change.

Performance Requirements

Student Responsibilities

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.

More specific details are found in the Student Rights and Student Code of Conduct section of the Keyano College 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.

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 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.

In order to ensure your understanding of the concept of plagiarism, you must successfully complete the online tutorial found on ilearn.keyano.ca. Then print the certificate, sign it, and show it to each of your instructors. Your course work will not be graded until you show this signed certificate.

Specialized Supports

The Student Academic Support Services (SASS) department: Accessibility Services, Skill Centre and Wellness Services, work together to support student success at Keyano College.

Accessibility Services (CC167) supports student success through group and individualized instruction of learning, study and test taking strategies, and adaptive technologies. Students with documented disabilities, or who suspect a disability, can meet with the Learning Strategists to discuss accommodation of the learning barriers that they may be experiencing. Students who have accessed accommodations in the past are encouraged to visit our office at their earliest opportunity to discuss the availability of accommodations in their current courses. Individual appointments can be made by calling 780-791-8934

Skill Centre (CC119) provides a learning space where students can gather to share ideas, collaborate on projects and get new perspectives on learning from our tutorial staff. Students visiting the centre have access to one-to-one or group tutoring, facilitated study groups, and assistance in academic writing. The Skill Centre's Peer Tutor program provides paid employment opportunities for students who have demonstrated academic success and want to share what they have learned. Tutoring is available free to any students registered at Keyano College on a drop in basis, from 9:00 am to 5:00 pm Monday through Friday. Additional evening hours are subject to tutor availability and are posted in the Skill Centre.

Wellness Services (CC260) offers a caring, inclusive, and respectful environment where students can access free group and individual support to meet academic and life challenges. Mental Health Coordinators offer a safe and confidential environment to seek help with personal concerns. The Mindfulness Room in CC260 is available as a quiet space for students to relax during regular office hours. Wellness Service welcomes students to participate in any of the group sessions offered throughout the academic year addressing such topics as Mindfulness and Text Anxiety. Individual appointments can be made by calling 780-791-8934.

Please watch your Keyano email for workshop announcements from our Student Academic Support Services team.