

BUS 270A 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

Monday – Friday Virtual by appointment only

Hours of Instruction

Thursdays 13:00 – 15:50

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

Examinations.....	75%
Quiz I.....	15%
Quiz II.....	15%
Quiz III.....	15%
Quiz IV.....	15%
Quiz V.....	15%
Competitions / Challenges / Research.....	25%
World Café	10%
Communication Challenge.....	5%
Personal reflection	10%
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 as per course outline.

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
Excellent	A+	4.0	> 93.9
	A	4.0	87 – 93.9
	A-	3.7	80 – 86.9
Good	B+	3.3	77 – 79.9
	B	3.0	74 – 76.9
	B-	2.7	70 – 73.9
Satisfactory	C+	2.3	67 – 69.9
	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	03.09.2020	PART 1: INTRODUCTION Chapter 1: Introduction to the Field of Organizational Behaviour
2	10.09.2020	PART 2: INDIVIDUAL BEHAVIOUR AND PROCESSES Chapter 2: Individual Behaviour, Personality, and Value Chapter 3: Perceiving Ourselves and Others in Organizations
3	17.09.2020	Quiz #1 Chapters 1 – 3 15% Chapter 4: Workplace Emotions, Attitudes, and Stress Introduction to World Café “Motivation and Performance Practices”
4	24.09.2020	World Café “Motivation and Performance Practices” Students’ Activity..... 10%
5	01.10.2020	Chapter 5: Foundations of Employee Motivation review Chapter 6: Applied Performance Practices review
6	08.10.2020	Quiz #2 Chapters 4 – 6 15% PART 3: TEAM PROCESSES Chapter 7: Decision Making and Creativity Chapter 8: Team Dynamics
7	15.10.2020	Chapter 9: Communicating in Organizations
8	22.10.2020	Quiz #3 Chapters 7 – 9 15% Communication Challenge5%
9	29.10.2020	Chapter 10: Power and Influence in the Workplace Chapter 11: Conflict and Negotiation in the Workplace PART 4: ORGANIZATIONAL PROCESSES Chapter 12: Leadership in Organizational Settings
10	05.11.2020	Quiz #4 Chapters 10 – 12 15%
11	12.11.2020	No classes
12	19.11.2020	Chapter 13: Designing Organizational Structures Chapter 14: Organizational Culture Chapter 15: Organizational Change

13	26.11.2020	Quiz #5 Chapters 13 – 15 15% Personal reflection paper
14	03.11.2020	Personal Reflection..... 10%
15	10.12.2020	Personal Reflection

Please Note:

World Café “Motivation and Performance Practices” Students’ Activity

The **World Café** methodology is a simple, effective, and flexible format for hosting large group dialogue. It is a creative process for leading collaborative dialogue, sharing knowledge and creating possibilities for action in groups of all sizes. The **technique** builds on the notion of group intelligence.

In this activity, every learner will receive a topic (from Chapter 5 or 6) to prepare a short presentation to a group of students. A well-developed short PPT will be required.

This activity will be worth 10% of total course mark.

Communication Challenge

This is a great exercise to help learners understand that we all hear and interpret things differently, even if we are given the exact same information.

Every participant will receive a card with multiple choice questions and correct answers. Students will be asking each other those questions. For every correct answer answering student will earn 2 points and for every wrong answer, asking student will receive 1 point. Winner will receive a prize.

This activity will be worth 5% of total course mark.

Personal Reflection Paper

A reflection paper is your chance to add your thoughts and analysis to what you have read and experienced in this course. A reflection paper is meant to illustrate your understanding of the material and how it affects your ideas and possible practice in future.

Pick a real experience from your life (school, work, home, etc) and using Organizational Behaviour theory explain your behaviour at that time. Having study Human Behaviour, what should you have done differently? Was there room for improvement?

In 500 to 700 words, please explain your position together with a short PPT presentation.

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](#). The Keyano College credit calendar also has information about Student Rights and Code of Conduct. It is the responsibility of each student to be aware of the guidelines outlined in the Student Rights and 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 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; and
- 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 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 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 may not be graded until you show this signed certificate.

Specialized Supports

The Student Services department is committed to Keyano students and their academic success. There are a variety of student supports available at Keyano College. Due to the continuing situation with the Covid-19 pandemic, the offered support services will be implemented differently this semester by being provided mostly virtually. In-person service can be requested as needed. All Alberta Health Services guidelines will be followed for in-person appointments—wear a mask, maintain two meters of physical distance, use hand sanitizer, and stay home if you are unwell.

All student services are available during Keyano business hours: Monday to Friday, 8h30-16h30. The Library has evening and weekend hours. Please check keyano.ca/library for current hours.

Accessibility Services: provides accommodations for students with disabilities. Students with documented disabilities, or who suspect a disability, can meet with a Learning Strategist to discuss their current learning barriers and possible accommodations. Students who have accessed accommodations in the past are encouraged to contact us to request them for the semester. Please note that requesting accommodations is a process and requires time to arrange. Contact us as soon as you know you may require accommodations. For accessibility services supports and to book a virtual appointment, please contact accessibility.services@keyano.ca.

Accessibility Services also provides individual and group learning strategy instruction for all students, as well as technology training and supports to enhance learning. Meet with a Learning Strategist to learn studying and test-taking strategies for online classes. Schedule an appointment with the Assistive

Technology Specialist to explore technology tools for learning. Book an appointment today by emailing accessibility.services@keyano.ca

Academic Success Coaching: offers you support and access to resources for your academic success to help you to find the Keys to your Success. The Academic Success Coach will work with you to develop an academic success plan, develop your study and time management skills, and connect you with the right resources here at Keyano. Academic.success@keyano.ca is the best way to access resources during virtual service delivery.

Wellness Services: 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. All individual appointments will continue virtually.

Wellness Services welcomes students to participate in any of the virtual group sessions offered throughout the academic year addressing topics including mindfulness and test anxiety.

Individual virtual appointments can be made by emailing wellness.services@keyano.ca.

Library Services: provides students with research and information supports as they engage in their studies. Library staff are available to support you both virtually and in person during the fall semester. For library service supports and inquiries, please email askthelibrary@keyano.ca.

Individual support with the Information Librarian will be provided virtually. Appointments can be requested by email or by placing a [Book a Librarian](#) request using the online form found [here](#).

Research and Subject Guides are helpful resources when conducting research or addressing your information needs. To view a subject or course specific guide, use the following [Subject Guides link](#)

To access additional research resources, including Citation Guides (APA, MLA, Chicago, or IEEE), go to the [Research Help Library page](#).

Skill Centre: provides academic support services to students registered in credit programs at Keyano College in the form of tutoring, writing support groups, facilitated study groups, workshops and study space. Tutoring services are **free** to Keyano students. Tutoring is available for Math, Writing, English, and Science subject areas.

While most courses are being offered online, the Skill Center will be offering mostly virtual tutoring services and in-person sessions as requested. Please email Skill.centre@keyano.ca to get in contact with our tutoring staff.

For the most up to date information on how to book a tutoring session, please view the [Keyano Skill Centre homepage](#).

E-Learning

Technology and internet will impact your online learning experience. It's important that you are able to watch an online video and other course materials, take online quizzes, and participant in a live class with your instructor and other students.

Keyano College operates in a Windows based environment and having the correct tools for online learning is important. Here's a list of recommended system requirements for Fall 2020.

Internet Speed

Minimum Internet speeds of 5 Mbps.
 Recommended Internet speeds of 25 Mbps (especially if you are sharing your internet at home).
 Check your internet speed with Fast.com.

System requirements:

Microsoft Windows	Apple
<p>Minimum Requirements:</p> <p>A Windows 10 computer/laptop</p> <ul style="list-style-type: none"> · Minimum 4GB of RAM. · 10GB+ available hard drive storage. · Enough available hard drive space to install the Microsoft Office suite (approximately 3GB). <u>Microsoft Office</u> software is free to all Keyano students and employees. · Microphone, webcam and speakers. A headset with a microphone is recommended. · System updates must be regularly installed. · Anti-Virus / Anti-Malware software 	<p>Minimum Requirements:</p> <p>A Macintosh (V10.14 and above) computer/laptop</p> <ul style="list-style-type: none"> · Minimum 4GB of RAM. · 10GB+ available hard drive storage. · Enough available hard drive space to install the Microsoft Office suite (approximately 3GB). <u>Microsoft Office</u> software is free to all Keyano students and employees. · Microphone, webcam and speakers. A headset with a microphone is recommended. · System updates must be regularly installed. · Anti-Virus / Anti-Malware software.
<p>Recommended Requirements</p> <ul style="list-style-type: none"> · 8GB of RAM · A method of backing up/synchronizing to local or cloud-based storage such as OneDrive is highly recommended. This is included if you complete the setup of KeyanoMail and download MS Office using your Keyano email for free. 	<p>Recommended Requirements</p> <ul style="list-style-type: none"> · 8GB of RAM · A method of backing up/synchronizing to local or cloud-based storage such as OneDrive is highly recommended. This is included if you complete the setup of KeyanoMail and download MS Office using your Keyano email for free.
<p>Chromebooks are not recommended as they are not compatible with testing lockdown browsers.</p> <p>A Microsoft Surface or iPad or iPad Pro may be possible alternatives in some program areas.</p>	

Specific department requirements:

Business and OA programs require Windows 10.
 Other programs may utilize Windows based tools as well.

Computer Software

Students will be able to get access to Microsoft Office 365 for Free using Keyano Credentials by [clicking here](#).

Recording of lectures and Intellectual Property

Students may only record a lecture if explicit permission is provided by the instructor or by Accessibility Services. Even if students have permission to record a lecture or lecture materials, students may not publish any of the lectures or lecture materials, this includes any recordings, slides, instructor notes, etc. on any platform. Thus no student is allowed to publish or sell instructor notes

without formal written permission. It is important to recognize that the Canadian Copyright Act contains provisions for intellectual property.

ITS Helpdesk

If you are having issues with your student account, you can contact the ITS Helpdesk by emailing its.helpdesk@keyano.ca or calling 780-791-4965.