

DISCLAIMER: This course outline is only a sample and is subject to change. Course materials, assignments, dates, and weighting will vary depending on delivery format and instructor.

Territory Acknowledgement

We acknowledge and respect the ɫə́kʷəŋən peoples on whose traditional territory the university stands and the Songhees, Esquimalt and W̱SÁNEĆ peoples whose historical relationships with the land continue to this day.

Organizational Behaviour

BMBA 130

Course Description

This course will look at the impact that individuals, groups and structures have on human behaviour within any modern organization, from non-profit to public sector to private sector. Organizations are made up of people who behave and act within certain constructs and learning about these processes is important to understanding how to make organizations effective and productive.

Learning Outcomes

Upon completion of this course, you will be able to:

- Explain why an understanding of human behaviour in organizations is essential for success in management
- Explain how perception can be influenced
- Describe how personality can be characterized and how it influences behaviour
- Define values and describe how they can shape behaviour
- Define job satisfaction and organizational commitment and describe how they can be enhanced
- Describe and apply need, process and reward theories of motivation
- Support and use teams effectively
- Describe challenges in communicating effectively in organizations and how to overcome those challenges
- Differentiate between functional and dysfunctional conflict and describe five approaches for conflict resolution
- Identify steps in the negotiation process
- Describe the types of power one can have and how to effectively use that power to achieve organizational goals
- Describe and apply trait, behavioural, and contingency leadership theories to enhance leader effectiveness
- Describe individual and group decision making processes and how decisions can be optimized
- Describe organizational culture, how it is created and shaped, and its impact on employees
- Describe individual and organizational change processes

Resources

The textbook used in this course is: Langton, N., Robbins, S., & Judge, T. (2019) **Organizational Behaviour: Concepts, Controversies, Applications** (Eighth Canadian Edition) Toronto: Pearson Education Canada. ISBN-13: 9780134882451.

Weekly Schedule

Week	Topics
Week 1	Chapter 1 What is Organizational Behaviour?
Week 2	Chapter 2 Perception, Personality, and Emotions
Week 3	Chapter 3 Values, Attitudes, and Diversity
Week 4	Chapters 4 & 5 Motivating Self and Others
Week 5	Chapter 6 Groups and Teamwork
Week 6	Chapter 7 Communication
Week 7	Chapter 8 Power and Politics
Week 8	Chapter 9 Conflict and Negotiation (final project teams decided)
Week 9	Chapter 10 Organizational Culture
Week 10	Chapter 11 Leadership
Week 11	Chapter 12 Decision-Making, Creativity, and Ethics
Week 12	Chapters 13 & 14 Organizational Structure & Organizational Change
Week 13	Class Presentations

*Submissions are due on the day of the week that corresponds to the day of your class.

Evaluation

Assignment	Due Date	Mark
Assignment 1 – Job Satisfaction	Week 4	20%
Assignment 2 – Trust	Week 7	20%
Assignment 3 – Groups, Power & Conflict	Week 10	20%
Final Project	Week 13	25%
Participation	Each class and ongoing	15%
	Total	100%

Assignments

Assignment 1 | Job Satisfaction (Individual assignment)

Objective: The objective of this assignment is to explore and describe how the concepts of "attitudes", "perceptions", "personality" and "values" discussed so far in the course relates to "job satisfaction".

Assignment 2 | Trust (*Individual assignment*)

Objective: Pick a leader that you have or had **direct** interactions with. Find three examples of things about what that leader, said, did, or facilitated that either **increased** or **decreased** trust consistent with the academic definitions of trust. Using theoretical support define what trust factors underlie the examples. Explain how in cases of distrust they might address these examples. Explain in cases of trust how what they did increased the level of trust.

Apply what you have shared to both the specific example you gave and to general organizational situations.

Assignment 3 | Groups, Power, and Conflict (*Individual assignment*)

Objective: Imagine that you have recently been re-assigned to lead a small team of three. When you were given the re-assignment you were told that the team doesn't seem to be performing well amongst themselves or coordinating well with other groups and you've been asked to see if you can help. What principles in chapters 6 to 9 might be considered here? How will you investigate further? What are you looking for? What possible courses of action might exist.

Final Project (*group assignment – 4 to 6 members*)

Objective: To demonstrate your understanding and application of the concepts and theories represented in the course material. Your submission should reflect a deep synthesis of thoughts and ideas as supported by text concepts. The assignment should approximately be between 3000 and 4000 words accompanied with supporting tables and graphics. The reference list or appendices are not included in the word count.

Participation

Most units feature learning activities that challenge you to think about what you are learning, and answer questions or reflections outside of an assignment. There are also assigned participation activities which are required to earn participation marks. These activities should be completed and your responses to a designated Forum. These activities are directly linked to the learning outcomes for the unit. You are expected participate in these learning activities. A mark for participation is calculated based on the quality, timeliness and succinctness of your participation activities postings throughout the course.