Syllabus

BUS 124 - Organizational Behavior

General Information

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Department Business

Course Prefix BUS

Course Number 124

Course Title Organizational Behavior

Course Information

Catalog Description Organizational Behavior is an introductory business course that will provide information to the student about individuals, groups, organizational structure, and function. Topics to be studied include: Interpersonal Communications, Decision Making, Human Perception, Dynamics of Groups, Human Needs and Motivation, Concept of Organization, Leadership, Moral and the Quality of Work Life with attention to ethical consideration.

Credit Hours 3

Lecture Contact Hours 3

Lab Contact Hours 0

Other Contact Hours 0

Grading Scheme Letter

Prerequisites

None

Co-requisites

None

First Year Experience/Capstone Designation

This course DOES NOT satisfy the outcomes applicable for status as a FYE or Capstone.

SUNY General Education

This course is designated as satisfying a requirement in the following SUNY Gen Ed category
None

FLCC Values

Institutional Learning Outcomes Addressed by the Course
Vitality, Inquiry, and Interconnectedness

Course Learning Outcomes

Course Learning Outcomes

1. Demonstrate knowledge of the importance of understanding organizational behavior and the skills necessary to manage for an effective organization.

2. Evaluate individual behavior and processes in the workplace as influenced by personality, values, perceptions and motivations.

3. Identify the elements of group behavior in an organization including group dynamics, communications, leadership, political processes, conflict and negotiations.

4. Examine organization structure and design, organization culture and organization change and change management.

Outline of Topics Covered

    I.   <u>Introduction to Organizational Behavior</u>

- An overview of Organizational Behavior
- Meaning of organizational behavior
- Managing for effectiveness
- The changing environment of organizations
- Diversity in Business
- Globalization and Business
- Ethics and corporate governance
- New employee relationships

II.   Individual Behaviors and Processes in Organizations

- Individual Characteristics
- People in organizations
- Personality and individual behavior
- "Big Five" framework
- Myers-Briggs framework
- Individual personality traits
- Locus of control; Self-efficacy; Self-esteem; Authoritarianism; Type A and B traits; Bullying personality
- Individual values, perceptions, and reactions
- Attitudes in organizations
- Values and emotions in organizations
- Perception in organizations
- Stress in organizations
- Motivating behavior
- Nature and importance of motivation
- Need based, process based and learning based perspectives on motivation
- Hierarchy of needs; ERG theory; Two-factor theory; Acquired Needs Framework
- Equity Theory and Expectancy Theory of motivation
- Motivating behavior with work and rewards
- Job design in organizations
- Employees participation and involvement
- Flexible work arrangements
- Goal setting
- Performance management
- Types of rewards

III.   Social and group processes in organizations

- Groups and teams
- Types of groups and teams
- Creating groups and teams
- Managing teams
- Team opportunities and challenges
- Decision making and problem solving
- Nature of decision making
- Rational approach to decision making
- Behavioral approach to decision making
- Group decision making in organizations
- Communication
- The communication process
- Nonverbal communication
- One-way and two-way communication

- Barriers to effective communication
- Communication skills – Listening skills; Writing Skills; Presentation skills
- Communication media
- Organizational communication – Downward and upward communication; Horizontal and diagonal communication; Formal and informal communication; Social Networking
- Managing conflict and negotiating
- Nature of conflict
- Interpersonal management strategies
- The conflict process
- Negotiating skills

IV. <u>Leadership and Influence and processes in organizations</u>

- Traditional leadership approaches
- Nature and meaning of leadership
- Leadership versus management
- Trait and behavioral approaches to leadership
- LPC theory of leadership
- Path-goal theory of leadership
- Contemporary views of leadership in organizations
- The leader-member exchange model
- Hersey and Blanchard model
- Transformational leadership
- Charismatic leadership
- Changing nature of leadership
- Emerging issues in leadership – Strategic leadership; Ethical Leadership
- Power influence and politics
- Power in organizations
- Using power
- Influence in organizations
- Managing organizational politics

V. <u>Organizational processes and characteristics</u>

- Organizational structure and design
- Characteristics of organizational structure
- Determinants of organizational structure
- Types of organizational structure – Functional and divisional
- Matrix structure; Team-Based structure; Lattice structure; network organization
- Contemporary issues in organizational structures

- The meaning and determinants of organizational culture

- Effects of technology and innovation on culture
- Managing organizational culture
- Organization change and change management
- Processes for planed organizational change – Lewin's Process Model; Continuous Change Process Model
- Resistance to change – Organizational and Individual sources of resistance