



## Course Outline

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Human Enterprise and Innovation  
School of Business & Economics

ORGB 2810 - **3.00** - Academic

Organizational Behaviour

## Rationale

GET analysis has identified that this course meets the Intercultural Awareness, Citizenship, and Teamwork ILO criteria. See attached foci tool and notes under Educational Objectives/Outcomes.

## Calendar Description

Students examine the behavior of individuals and how they interact with each other in different workplace organizations. Topics include defining organizational behavior; perception, personality and emotions; values, attitudes and their effects in the workplace; motivating self and others; working in teams; communication, conflict and negotiation; power and politics; leadership; decision making, creativity and ethics; and organizational culture and change.

## Credits/Hours

**Course Has Variable Hours:** No

**Credits:** 3.00

**Lecture Hours:** 3.00

**Seminar Hours:** 0

**Lab Hours:** 0

**Other Hours:** 0

*Clarify:*

**Total Hours:** 3.00

**Delivery Methods:** (Face to Face)

**Impact on Courses/Programs/Departments:** None

**Repeat Types:** A - Once for credit (default)

**Grading Methods:** (S - Academic, Career Tech, UPrep)

## Educational Objectives/Outcomes

1. Explain the organizational behavioral challenges in the Canadian work environment.
2. Illustrate the impact of perception, personality and emotions.
3. Articulate the impact of values, attitudes and the influence of diversity.
4. Describe the major motivational theories that affect the workplace.

5. Discuss the difference between work groups and work teams and the models of team development.
6. Summarize the communication channels and their barriers.
7. Explain interpersonal conflict and conflict resolution.
8. Critique the most popular bases of power in organizations.
9. Interpret contemporary leadership theories.
10. Identify major leadership issues in contemporary organizations.
11. Describe individual and group, creative, and ethical decision making.
12. Define organizational culture and elaborate on its impact on performance.
13. This course meets the Intercultural Awareness, Citizenship, and Teamwork criteria. See attached foci tool demonstrating the match.

## Prerequisites

ENGL 1100-Introduction to University Writing

## Co-Requisites

## Recommended Requisites

## Exclusion Requisites

ORGB 2811-Organizational Behaviour

BBUS 2720-Organizational Behaviour

BBUS 2721

TMGT 1160-Organizational Leadership in Tourism

## Texts/Materials

### Textbooks

1. **Required** Langton, Robbins and Judge. *Fundamentals of Organizational Behaviour*, 4th ed. Pearson.

## Student Evaluation

The Course grade is based on the following course evaluations.

Tests/quizzes 30-40% (0.00%) Case studies/research projects/assignments 30-40% (0.00%) Final exam 30-40% (0.00%)

## Course Topics

1. What Is Organizational Behaviour?
  - Defining organizational behaviour (OB)
  - Making sense of behaviour in organizations
  - How will knowing OB make a difference?
  - Challenges in the Canadian workplace
  - Challenges at the individual level
  - Challenges at the group level
  - Challenges at the organizational level

2. Perception, Personality, and Emotions
  - Perception defined
  - Emotions
3. Values, Attitudes, and Their Effects in the Workplace
  - Values
  - Assessing cultural values
  - Values in the Canadian workplace
    - Cultural differences
    - Generational differences
    - Attitudes
4. Motivating Self and Others
  - Needs theories of motivation
  - Process theories of motivation
  - Responses to the reward system
  - Creating a motivating workplace: rewards and job redesign
  - Caveat emptor: apply motivation theories wisely
5. Working in Teams
  - Teams versus groups: What's the difference?
  - Why have teams become so popular?
  - Stages of group and team development
  - Creating effective teams
  - Twenty-first century teamwork: virtual teams
6. Communication, Conflict, and Negotiation
  - Communication process
  - Barriers to effective communication
  - Current issues in communication
  - How communication breakdown leads to conflict
  - Conflict resolution
  - Negotiation
7. Power and Politics
  - Definition of power
  - Bases of power
  - Dependency: the key to power
  - Influence tactics
  - Empowerment: giving power to employees
  - Abuse of power: harassment in the workplace
  - Politics: power in actions
8. Leadership
  - Are managers and leaders the same?
  - Leadership as supervision
  - Inspirational leadership
  - Contemporary leadership roles
  - Contemporary issues in leadership
9. Decision Making, Creativity, and Ethics

- How should decisions be made?
- How do individuals actually make decisions?
- Group decision making
- Creativity in organizational decision making
- What about ethics in decision making?
- Corporate social responsibility

#### 10. Organizational Culture and Change

- What is organizational culture?
- Creating and sustaining an organization's culture
- Liabilities of organizational culture
- Approaches to managing change
- Resistance to change

## **Methods for Prior Learning Assessment and Recognition**

As per TRU Policy

### **Last Action Taken**

Implement by Submission Preview Subcommittee Chair Shelley Church

Current Date: 30-Oct-20