



# Business Administration

Course Number:	<b>BUAD 262</b>
Course Title:	<b>ORGANIZATIONAL BEHAVIOUR</b>
Credits:	3
Calendar Description:	This course examines management of human behaviour in organizations. Individual and interpersonal behaviour related to perception, learning, communication, motivation and job satisfaction are included. Leadership, ethics, the effective management of work groups, decision-making, and the implementation of organizational development processes are discussed. <i>(also offered by Distance Education)</i>
Semester and Year:	<b>Winter 2015</b>
Prerequisite(s):	BUAD 123
Corequisite(s):	No
Prerequisite to:	BUAD 340, 410
Final Exam:	Yes
Hours per week:	3
Graduation Requirement:	BBA & Diploma - Required
Substitutable Courses:	No
Transfer Credit:	CA, CMA, PMAC
Special Notes:	Students with credit for BUAD 162 cannot take BUAD 262 for further credit.
Originally Developed:	1978
EDCO Approval:	February 2009
Chair's Approval:	

**Professors**

Name	Phone number	Office	Email
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**Learning Outcomes**

Upon completion of this course students will be able to:

- Reveal insight about self and others gained through active learning exercises, case studies and sharing personal stories.
- Productively handle the realities of working in organizations by applying learning to scenarios and real world examples.
- Embrace diversity as a way to improve organizational performance by utilizing the concepts of performance management and integrative negotiation.
- Contribute effectively to groups and organizations through integrating conflict management and teambuilding skills and being exposed to biases and perceptual errors.
- Communicate effectively and persuasively in written and verbal methods through practice and refinement in presentations, debates, class discussions and assignments.
- Analyse motivation to improve individual and group performance using Tuckman's model and motivational theories.
- Enhance critical thinking to improve decision-making by integrating frameworks and techniques to real scenarios and case studies.
- Identify and develop their notion of ethics and values to enhance organizational performance through the application of theories regarding leadership, politics, perception and power.

**Course Objectives**

This course will cover the following content including:

1. Describe the field of organizational behavior and how its purpose is to prepare students to for challenges and changes in the workplace.
2. Identify individual perception processes and errors.
3. Recognize personality traits and how they work within group dynamics.
4. Identify the sources of personal values and attitudes.
5. Experience how values and attitudes affect the workplace.
6. Apply the concepts of motivation to understanding individual and group performance.
7. Discuss and experience how teams work, evolve and perform.
8. Identify possible barriers that prevent effective interpersonal communication and develop skills to overcome these barriers.
9. Utilize effective communication skills in the application of conflict resolution and negotiating techniques.
10. Compare the outcomes of power and politics in the workplace.
11. Examine the concept of empowerment and its impact on individuals and groups in the workplace.
12. Contrast the theories of leadership and identify factors affecting leadership effectiveness.
13. Discuss contemporary leadership roles and issues.

**Course Objectives (con't)**

This course will cover the following content including:

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| 14. Identify and analyse decision making techniques and influence tactics and their effect on outcomes.  |
| 15. Describe and demonstrate how decisions are made and identify biases.   |
| 16. Identify the organizational and personal factors affecting creativity.   |
| 17. Discuss the factors and criteria affecting ethical decision making.  |
| 18. Explain the origin and elements of organizational culture, how culture is sustained and potential barriers which can impede its effectiveness. |
| 19. Describe approaches to change management, why change is resisted and sources to manage organizational change.                                  |
| 20. Discuss the factors, consequences and management of stress, and the concept of a toxic workplace.  |

**Evaluation Procedure**

Term Work (Group 30% + Individual 15%)	45%
Mid-term Exam	25%
Final Exam	30%
Total	100%

**Notes**

<p><b>Summary of Group vs. Individual Assessment:</b>                  Individual component = 25 (mid-term) + 30 (final) + 15 (term work) = 70 %                  Group component = 30% (term work)                  Participation mark can be impacted by peer feedback.                  Details and instructions for all components of the projects will be distributed during the first week of classes and available on Moodle.</p>
<p>Exams may be short answer and essay type, multiple choice and true/false/why.                  To receive a passing grade in this course students must earn ≥ 50% of available exam marks.</p>
<p>Written &amp; oral communication skills are an integral part of this course.</p>
<p>Regular attendance at all classes is required. Attendance at exams is mandatory.</p>
<p>OC policies for exams are published annually in the OC calendar. Students are expected to write mid-term and final exams at the scheduled times and dates. Out-of-time exams will NOT be granted for vacations, trips or reasons other than those satisfying the criteria stated in the published policy. Medical certificate or other supporting documentation must be provided.</p>

**Required Texts/Resources**

Langton, N., Robbins, S. P., & Judge, T. A. (2014) Fundamentals of Organizational Behaviour, 5 <sup>th</sup> Canadian ed. Toronto, Ontario: Pearson Canada Inc.
Supplemental Course Pack (some professors may require it)

## Course Schedule

Date		Topic	Textbook	Deadline/Deliverables
Week of:		Mon. Jan 5 Classes begin Family Day Feb 9 & Feb 10 to 13 Reading Break – no classes Good Fri. Apr 3 & Easter Mon. Apr 6 – no classes Tues. Apr 14 Last day of regularly scheduled classes		
Jan	5	Introduction; What is Organizational Behaviour?	Ch 1	
	12	Perception, Personality & Emotions	Ch 2	
	19	Working in Teams	Ch 5	Group Introduction Active Learning Exercise 1
	26	Communication, Conflict & Negotiation	Ch 6	
Feb	2	Values & Attitudes; Stress at Work	Ch 3	Active Learning Exercise 2
	9 - 13	READING BREAK (Feb 9 to 13 no classes)		
	16	<b>Mid-term Exam</b> (Chapters 1, 2, 3, 5, 6)		
	23	Performance Evaluation	Handouts	
Mar	2	Leadership	Ch 8	Group Debate(s)
	9	Power and Politics	Ch 7	Group Debate(s)
	16	Motivating Self and Others	Ch 4	Active Learning Exercise 3 Debate Follow-up Report
	23	Decision Making, Creativity and Ethics	Ch 9	
	30	Decision Making, Creativity and Ethics	Ch 9	Portfolio Assignment
Apr	6	Organizational Culture & Change	Ch 10	
	13	Final Exam Preparation		Self & Peer Assessment
Apr	17 - 25	Final Exam Period		

## **SKILLS ACROSS THE BUSINESS CURRICULUM**

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The Okanagan School of Business promotes core skills across the curriculum. These skills include reading, written and oral communications, computers, small business, and academic standards of ethics, honesty and integrity.

## **STUDENT CONDUCT AND ACADEMIC HONESTY**

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### **What is the Disruption of Instructional Activities?**

At Okanagan College (OC), disruption of instructional activities includes student “conduct which interferes with examinations, lectures, seminars, tutorials, group meetings, other related activities, and with students using the study facilities of OC”, as well as conduct that leads to property damage, assault, discrimination, harassment and fraud. Penalties for disruption of instructional activities include a range of sanctions from a warning and/or a failing grade on an assignment, examination or course to suspension from OC.

### **What is Cheating?**

“Cheating includes but is not limited to dishonest or attempted dishonest conduct during tests or examinations in which the use is made of books, notes, diagrams or other aids excluding those authorized by the examiner. It includes communicating with others for the purpose of obtaining information, copying from the work of others and purposely exposing or conveying information to other students who are taking the test or examination.”

Students must submit independently written work. Students may not write joint or collaborative assignments with other students unless the instructor approves it in advance as a group/team project. Students who share their work with other students are equally involved in cheating.

### **What is Plagiarism?**

Plagiarism is defined as “the presentation of another person’s work or ideas without proper or complete acknowledgement.” It is the serious academic offence of reproducing someone else’s work, including words, ideas and media, without permission for course credit towards a certificate, diploma, degree and/or professional designation. The defining characteristic is that the work is not yours.

“Intentional plagiarism is the deliberate presentation of another’s work or ideas as one’s own.” Intentional plagiarism can be a copy of material from a journal article, a book chapter, data from the Internet, another student, work submitted for credit in another course or from other sources.

“Unintentional plagiarism is the inadvertent presentation of another’s work or ideas without proper acknowledgement because of poor or inadequate practices. Unintentional plagiarism is a failure of scholarship; intentional plagiarism is an act of deceit.”

### **What are the Students’ Responsibilities to Avoid Plagiarism?**

Students have a responsibility to read the OC Plagiarism Policy and Procedures outlined in the OC calendar, which is available in online format [www.okanagan.bc.ca](http://www.okanagan.bc.ca). Students must acknowledge the sources of information used on all their assignments. This usually involves putting the authors’ name and the year of publication in parentheses after the sentence in which you used the material, then at the end of your paper, writing out the complete references in a Reference section.

“Students are responsible for learning and applying the proper scholarly practices for acknowledging the work and ideas of others. Students who are unsure of what constitutes plagiarism should refer to the UBC publication “*Plagiarism Avoided; Taking Responsibility for your Work*”. This guide is available in OC bookstores and libraries.

Students are expected to understand research and writing techniques and documentation styles. The Okanagan School of Business requires the use of the APA or MLA style, but suggests that students cite references using the APA guidelines (see Publication Manual of the American Psychological Association, 6<sup>th</sup> edition (2009). A copy of the APA manual is available in the reference section and also available for circulation from OC libraries. The library website has access to these two major citing styles.

### **What are the Penalties for Plagiarism and Cheating?**

The Okanagan School of Business does not tolerate plagiarism or cheating. All professors actively check for plagiarism and cheating and the Okanagan School of Business subscribes to an electronic plagiarism detection service. All incidents of plagiarism or cheating are reported and result in a formal letter of reprimand outlining the nature of the infraction, the evidence and the penalty. The Dean of the Okanagan School of Business and the Registrar record and monitor all instances of plagiarism and cheating. Penalties for plagiarism and cheating reflect the seriousness and circumstances of the offence and the range of penalties includes suspension from OC.