

ORGANIZATIONAL BEHAVIOR: MGMT 3700-01, CRN 45347

FALL SEMESTER 2012 BUSINESS DEPARTMENT

INSTRUCTOR: María D. Ortiz, Ph.D. Office, 124 Jennings Building.

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Catalog Course Description: An in depth examination of behavioral theories and research, focusing on the individual in such areas as socialization, motivation, communication, leadership, decision making, conflict resolution, team-building, and adaptation to change, emphasizing application of behavioral and organizational theory to develop managerial, leadership, and interpersonal skills. Prerequisite: MGMT 3400 SP, SU.

A Theoretical Definition: *"The study of factors that affect how individuals and groups act in organizations and how organizations respond to their environments."* In this class we will examine organizational behavior at three levels: the individual, the group, and the organization as a whole. Our careful study of organizational behavior rewards us with a framework for understanding and appreciating the many forces that affect behavior in organizations. A framework with a set of tools, concepts and theories to further understand, analyze, and describe what goes in an organization and why.

Course student learning outcomes: The course is designed to address the [Bachelor of Business program learning outcomes](#) on the introductory and developmental levels. Upon successful completion of this course, the student will be able to:

1. Define, and recognize important terminology, facts, concepts, principles, analytic techniques, and theories of individual behavior at three levels within business organizations. [\(LO1A\)](#)
2. Apply appropriate terminology, facts, concepts, principles, analytic techniques, and theories from the field of management practice when analyzing factual situations with organizational behavior problems [\(LO1B, LO3C\)](#).
3. Develop reasonable solutions to organizational behavior problems using appropriate facts, concepts, principles, analytic techniques, and theories from this organizational behavior course [\(LO2A\)](#).
4. Evaluate the quality of their proposed solutions to organizational behavior problems against appropriate criteria, including organizational constraints [\(LO 2C\)](#).
5. Evaluate the quality of their propose solutions to organizational behavior problems [\(LOs 3A, 3B\)](#).
6. Work effectively in teams while addressing conflict, and resolving ethical issues [\(LO 3C, and 4A\)](#).

Required Textbook

[Understanding and Managing Organizational Behavior](#), 6/E Jennifer George and Gareth Jones
ISBN-10: 013239457X ISBN-13: 9780132394574 Publisher: Prentice Hall.

Course Format and Method of Delivery

This course uses CANVAS, Dixie's Learning Management System to support class discussion and provide additional material, or what we also call a blended approach. The best way to access the course is through the Chrome Browser. If you do not use it, please download it on your computer and then login on [CANVAS](#). If you need clarification, please contact the Instructor. She is here to help you! *And contact the Help Desk as well.* Read the section on technology, page 5, to address technical issues that may surface during this term.

Assessment and Assignments

These assignments are required and as you complete them you would see your progress

REQUIRED ITEM	DESCRIPTION	% OF GRADE
* 2 Case Studies and 2 short video analysis	These are short cases (in print, short video vignettes) illustrating various theoretical concepts. The textbook has a one in each chapter that illustrates the dynamic of OB when we focus in specific problems.	25% (50 x 4 = 200 points)
** 3 short -easy quizzes	The questions are in open-ended format and originate on the concepts and definitions discuss in class and from reading material	25% (50 x 3= 150 Points)
*** One Term Paper	One analysis of an OB situation affecting the performance and processes in a given organization.	25% (150 points)
*** GROUP PROJECT/ PRESENTATION	You will be assigned to a group with other 3 or four students during the semester for the purpose of completing this requirement.	150 points 25%
TOTAL		100% (650 points)

Grading Scale

Grade	Percentage	Grade Point	Grade	Percentage	Grade Point
A	100 – 96%	4.0	C	69 – 67%	2.0
A-	95 - 90	3.7	C-	66-60	1.7
B+	89 - 86	3.4	D+	59-57	1.4
B	85 – 80	3.0	D	56-50	1.0
B-	79 - 75	2.7	D-	49-4	0.7
C+	74 - 70	2.4	F	0.0	0.0

MANAGEMENT 3700, COURSE OUTLINE AND SCHEDULE, FALL SEMESTER, 2012

Week	Topic	Readings/Assignments/Activity	Due Work
1 August 20 th	Introduction to Organizational Behavior (B) and the Practice of Management: Overview of the challenges of OB.	Read Chapter 1 entirely! Be prepared to discuss the case introduced based on the Xerox Corporation. Read and be familiar with a “short history of Organizational Behavior”.	Group assignment and first meeting of assigned groups by the end of this week!
2 August 27 th	Part 1: Analysis at the Individual Level – Individual differences, personality and ability. Work values, attitudes, moods	Read Chapters 2 and 3 and be prepared to discuss various dilemmas associated with individuals and the organizations. <u>As you read look for and choose the cases you will analyze. Questions for the analysis are provided by the Instructor.</u>	Present Group Topic for Project presentation due by the end of this week!
3 September 3 rd	Part 1 continues: Perceptions, attributions and the management of Diversity.	Read Chapter 4: Perceptions and attributions are very important concepts, please come prepare to discussion issues of diversity. <u>Select from list the short video to analyze.</u>	Case # 1 Due!
4 September 10	Part 1 continues: Learning and Creativity. And the nature of work motivation.	Read Chapters 5 and 6: Remember to select your next case and video analysis. This will prepare you for quiz # 1! Coming up in two weeks.	
5 SEPTEMBER. 17	Part 1 Continues: Motivation and the Nature of Work. Managing and creating a motivating work setting	Read: Chapter 7 <u>Have you selected a topic for the term paper?</u>	Movie/short video analysis # 1 due!
6 SEPTEMBER 24	Part 1, The topic of Individuals and organizations ends with these chapters.	Read: Chapters 8 and 9	Quiz # 1 this week
WEEK 7 OCTOBER 1 ST TO 9 TH	Part II, Groups in Organizations: Team processes, effective group work, leaders and leadership; and the task and challenge of understanding groups in organizations.	Read Chapter 10: Come prepared to discuss this next level of analysis!	
OCTOBER 10 TO 12 MT BREAK	Part II continues: Leaders and leadership!	Read chapters 11 and 12:	Case analysis # 2 due this week!

Week	Topic	Readings/Assignments/Activity	Due Work
WEEK 8 OCTOBER 15	Part II: Power, politics, conflict and negotiation! "All behavior involves power and politics"	Read Chapter 13: This chapter provides with examples and conceptual understanding to implement in your student work-group.	Video analysis # 2 due this week!
9 OCTOBER 22	Part II continues: Communication in Organizations	Read Chapter 14: Remember that short essay questions in the quiz are connected to this reading material.	Quiz # 2 due this week!
10 OCTOBER 29 TO NOV 2	Part II continues: Decision Making and Organizational Leadership.	Read Chapter 15:	Term Paper Due!
11 NOVEMBER 5 TH	Part III: Analysis at the Institutional Level: Organizational Design and structure.	Read Chapter 16: Group Presentation Topic:	Group presentations begin this week
WEEK 12 NOVEMBER 12 TH TO 19	Part III Continues: Organizational Culture and Ethical Behavior.	Read Chapter 17: Group Presentation Topic:	
NOVEMBER 20 TH TO 23	Thanksgiving Day! Break		
WEEK 13 NOVEMBER 26	Part III Continues: Organizational Change and Development. Group Presentation, topic:	Read Chapter 18: "All behavior has individual and organizational outcomes. Everyone can change- individuals and organizations."	Quiz # 3 due this week!
WEEK 14 DECEMBER 3 RD	Group Presentation, topic:		CLASS WORK ENDS
WEEK 15 DEC 10 - 14	FINALS WEEK: ALL WORK SHOULD BE TURNED IN BY NOW!		

RECOMMENDED APPROACH TO SUCCESSFUL COMPLETION OF THIS COURSE.

Start early with the assigned reading schedule. The distribution of the reading material and assignments would help you build up your knowledge of concepts and key terms to assist you with the rest of the work. But you must read it! The alignment of the learning outcomes with the required assignments, and their relationship to your final grade has as a purpose to illustrate the rationale of the course and to lead your efforts in completing the required work. There is homework and preparation that serves a formative role in your practice and

development of skills, without these skills you would have a hard time completing the course with a good grade. So do not think the assigned reading is unnecessary!

Course Policies

Extra Credit: As a general rule and practice, in this course we focus on the required credit first. Only until all required work has been completed and turned in, I will consider extra credit activities that can be accommodated within the remaining time before the semester ends.

Late Work: In order to move quickly and successfully, specific deadlines for all assignments are clearly stated in the course syllabus. There is a 24-hour window of opportunity to turn in your work on time. After 24 hours from the due date the assignment locks down. Three points then are deducted for each day the assignment is late. In order to have all work graded on time, I need **all** of it on time. In the event of extenuating circumstances that may prevent you from turning your work on time, contact the instructor immediately and make arrangements. An alternative deadline may be considered at the discretion of the Instructor.

Instructor's Grading Timetable: All course projects will be graded within one week of their due date. Late projects will be graded as soon as possible depending when they are turned in.

D-mail: Important class and college information will be sent to your D-mail email account. This information includes your DSC bill, financial aid/scholarship notices, and notification of dropped classes, reminders of important dates and events, and other information critical to your success in this class and at DSC. All DSC students are automatically assigned a D-mail email account. If you don't know your user name and password, go to www.dixie.edu and select "D-mail," for complete instructions. You will be held responsible for information sent to your D-mail email, so please check it often.

Technology: A known fact of technology is that it sometimes fails. Computers crash, printers run out of ink, Internet connections falter. In order to control for these failures, your guiding principles should be to think ahead and be prepared. Save your work often, and in several places. Leave yourself time before assignments are due to allow for connection errors, and familiarize yourself with communication resources in your area in case you need to use them as a back-up to complete your assignments.

The only acceptable technology-related excuse for not meeting the requirements of this course is a documented failure of the DSC CANVAS system – if you find the system is not working; you'll need to e-mail me. And, immediately contact the help desk at Smith Computer Center (Help Desk: 435-652-7951 or helpdesk@dixie.edu). You should also continue attempting to access the system – any failures in the system are usually resolved within an hour. Using CANVAS however will make your life easier when it comes to having course material always available to you and the ability to communicate with peers and instructors at your fingertips. Not to mention the savings on printing and paper to produce assignments.

Submitting Coursework: Please save and submit all work in a Microsoft Word file (.doc or .docx). Assignments submitted in another format cannot be read and will not be graded. It is

your responsibility to see that the file you are uploading with your work is readable and it works after you upload. Keep a file with copies of your work on different places.

What Students Can Expect From the Instructor

- In general all communication takes place through various categories set up in Canvas. Use this method first. When I get messages from students asking the same question, I'll respond within 24 hours by sending one general announcement to everyone concerning the one same question. Or I address the issue directly in the next class session.
- If I do not respond to you within this time period, please know I am not ignoring you. Usually there is a good reason. Call my office or stop by during office hours if it works. If you send me a separate electronic message I will respond within 24, except on weekends. I am off on weekends. I will always address these issues in class.
- I will provide a warm, friendly online course environment where we can learn together.
- I will treat you with collegial respect! You have as much to contribute to this learning process as I do.
- I encourage discussion and participation and I offer adequate time for students to respond.

Online Communications Guidelines

Netiquette: Because we will be communicating online very often, I find it useful to provide this information. The ability to write is important, however one also needs to know and apply appropriate rules for communicating online, whether the course is fully online or not. The word "netiquette" is short for "Internet etiquette." Rules of netiquette have grown organically with the growth of the Internet. Their purpose is to help users act responsibly when accessing or transmitting information online. The course main page contains copies of these rules.

A Few Rules of Thumb: Wait to respond to a message that upsets you and be careful of what you say and how you say it.

- Be considerate. Rude or threatening language, inflammatory assertions (often referred to as "flaming"), personal attacks, and other inappropriate communication will not be tolerated.
- Never post a message that is in all capital letters -- it comes across to the reader as SHOUTING!
- Use boldface and italics sparingly, as they can denote sarcasm.
- Keep messages short and to the point.
- Always practice good grammar, punctuation, and composition. This shows that you've taken the time to craft your response and that you respect your classmates' work.
- Keep in mind that online discussions are meant to be constructive exchanges.
- Be respectful and treat everyone as you would want to be treated yourself.
- Use spell check!

Other Useful Information

College approved absences: Dixie College Policy explains in detail what needs to happen if you anticipate being absent from class because of a college-sponsored activity (athletic events, club

activities, field trips for other classes, etc.). Please read this information and follow the instructions carefully! <http://www.dixie.edu/humanres/policy/sec5/523.htm>

Disability Accommodations: Students with medical, psychological, learning or other disabilities desiring reasonable academic adjustment, accommodations, or auxiliary aids to be successful in this class will need to contact the DISABILITY RESOURCE CENTER Coordinator (Baako Wahabu) for eligibility determination. Proper documentation of impairment is required in order to receive services or accommodations. Visit or call 652-7516 to schedule appointment to discuss the process. DRC Coordinator determines eligibility and authorizes the provision of services.

College Resources: Several college resources are available to help you succeed. Check out the links for each one to get more information.

If you need help understanding the content of your courses, go to the Tutoring Center located on the 4th floor of the Holland Centennial Commons in Room 431. You can visit them online at <http://dsc.dixie.edu/tutoring/>

If you need help writing papers, go to the Writing Center on the fourth floor of the Holland Centennial Commons in room 421. You can also visit them online at http://new.dixie.edu/english/dsc_writing_center.php

If you need to use a computer to do schoolwork on campus, go to the Computer Center in the Smith Computer Center or the Library basement.

If you are assigned to take a test in the Testing Center, go to the North Plaza. You can get information on their website at <http://new.dixie.edu/testing/>

The Library has all kinds of information and resources. Visit the Dixie State College Library on the 2nd and 3rd floors of the Holland Centennial Commons, or go to the library website at <http://library.dixie.edu/>

Academic integrity: In general most students are honest; however, cheating is not tolerated at Dixie State. Any time you take credit for work you did not do, you are cheating. This includes getting the answers to homework problems from someone else. Copying information from a library or internet source and presenting it as if it were your own words is plagiarism, looking at someone else's answers on an exam, and asking someone who has already taken a test about what questions it contains.

For detail information see "Student Code"

<http://library.dixie.edu/policies/studentcodesectionfour.pdf> page 8. A good rule of thumb is to always acknowledge how do you know what you are presenting, give credit, and provide references when using some else words or ideas to illustrate or support your thoughts and work.