Number: MGMT G115  
TITLE: Essentials of Organizational Behavior

ORIGINATOR: Alice Rivera  
FORMERLY KNOWN AS: Behavioral Management  
EFF TERM: Spring 2012  
DATE OF OUTLINE/REVIEW: 10-25-2013

CROSS LISTED COURSE:  
TOP NO: 0506.00  
CID:

SEMESTER UNITS: 3.0  
HRS LEC: 54.0  
HRS LAB: 0.0  
CONTACT HRS TOTAL: 54.0  
STUDY NON-CONTACT HRS RECOMMENDED: 108.0

CATALOG DESCRIPTION:  
Emphasis will be placed on the application of behavioral science approach to management and employer/employee relationships. Various psychological principles which affect employee motivation and productivity will be explored in depth. Also included will be experiential exercises and role-playing.

JUSTIFICATION FOR COURSE:  
PREREQUISITES:  
COREQUISITES:  
ADVISORIES:  
ASSIGNED DISCIPLINES:  
Business  
Management  
Marketing

MATERIAL FEE: Yes [ ] No [X] Amount: $0.00  
CREDIT STATUS: Noncredit [ ] Credit - Degree Applicable [X] Credit - Not Degree Applicable [ ]  
GRADING POLICY: Pass/No Pass [X] Standard Letter [X] Not Graded [ ] Satisfactory Progress [ ]  
OPEN ENTRY/OPEN EXIT: Yes [ ] No [X]  
TRANSFER STATUS: CSU Transferable[X] UC/CSU Transferable[ ] Not Transferable[ ]  
BASIC SKILLS STATUS: Yes [ ] No [X]  
LEVELS BELOW TRANSFER: Not Applicable

CALIFORNIA CLASSIFICATION CODES: Y - Not Applicable  
NON CREDIT COURSE CATEGORY: Y - Not applicable, Credit Course  
OCCUPATIONAL (SAM) CODE: C

REPEATABLE ACCORDING TO STATE GUIDELINES: No [X] Yes [ ] NUMBER REPEATS:  
REQUIRED FOR DEGREE OR CERTIFICATE: No [ ] Yes [X]  
Business Administration(Certificate of Achievement)  
General Management Option(Certificate of Achievement)  
Human Resources Management Option(Certificate of Achievement)  
Management(Associate in Arts)  
Marketing Management Option(Certificate of Achievement)  
Retail Management(Certificate of Achievement)  
Retail Management and Entrepreneurship(Associate in Arts)  
Small Business Management Option(Certificate of Achievement)  
GE AND TRANSFER REQUIREMENTS MET:
COURSE LEVEL STUDENT LEARNING OUTCOME(S) Supported by this course:

1. Evaluate how globalization, diversity, and technology affect an organization.
2. identify elements of organizational behavior such as personalities, attitudes, and perceptions, and how these elements affect motivation in the workplace.
3. Define organizational behavior and how it affects the management process through experiential exercises and discussions.
4. distinguish between traditional and contemporary theories of leadership in organizations.
5. demonstrate how power and politics affect an organization and its people.
6. analyze conflict in an organization, and how change and development can lead to a functional organization.

COURSE OBJECTIVES:
1. understand the role of supervision and management in organizations.
2. understand the role of organizational theory as it relates to management.
3. understand the functions of the supervisor and manager.
4. understand the new challenges to supervision and management such as diversity, TQM, empowerment, team building, organizational structure, problem solving, and communications.
5. understand the process of new employee training and orientation.
6. understand the different types of appraisal devices and to be able to choose the most appropriate instrument for the given situation.
7. understand the Federal and State laws that affect employee health and safety.

COURSE CONTENT:

LECTURE CONTENT:

A. TOPICS

1. The Role of the Supervisor and Manager
   a. Types of Supervisory and Managerial Skills
   b. General Functions of the Supervisor and Manager
   c. Responsibilities

2. Organizational Behavior
   a. Developing people-centered organizations and skills
   b. The present and past of organizational behavior
   c. Ensuring High Quality
   d. Quality Control
   e. Techniques for Quality Control

3. Working with Teams
   a. Group Dynamics
   b. Types of Teams
   c. Groups in the Workplace
   d. Characteristics and Development of Workgroups
   e. Managing Diversity: Releasing Employee Potential

4. Organizational Culture and Ethics
   a. Ethics in the Workplace
b. Organizational Values and the Foundations of organizational culture
   c. Benefits of Ethical Behavior
   d. Making Ethical Decisions

5. Reaching Goals and Objectives
   a. Organizational planning
   b. Missions, Goals, and Objectives
   c. Policies, procedures, rule, guidelines
   d. Effective Control

6. Organization Structure
   a. Organization Charts
   b. Types of Structures
   c. Delegating
   d. Parity Principle, Chain of Command, Unity of Command

7. Leadership
   a. Human Relations
   b. Leadership Styles
   c. Characteristics of Leaders
   d. Perceptions, attitudes, values

8. Problem Solving and Decision Making
   a. Guidelines for Decision Making
   b. Tools for Decision Making

9. Communications
   a. The Communication Process
   b. Biases in Perception
   c. Types of Messages

10. Motivation through Needs, Job Design, and Satisfaction
    a. Content and Process Theories
    b. Equity Theory of Motivation
    c. Social Perception and Attributions

11. Productivity
    a. The Productivity Challenge
    b. Productivity Measurements
    c. Strategies
    d. Cost Control

12. “Problem” Employees
    a. Absenteeism and Tardiness
    b. Insubordination and Uncooperativeness
    c. Alcohol and Drug Abuse
    d. Counseling
    e. Discipline

13. Managing Time and Stress
    a. Time Management
    b. Stress Management

14. Managing Conflict and Change
    a. Managing Conflict
    b. Types of Conflict
    c. Organization Politics and Power

15. Influence Tactics, Empowerment and Politics
a. Social Power
b. Power Sharing to Power Distribution

16. Orientation and Training
   a. Orientation of New Employees
   b. Assessment of Training Needs

17. Appraising Performance
   a. Purposes of Performance Appraisal
   b. Types of Appraisals

18. The Impact of the Law
   a. Government Regulation of Safety and health
   b. Types of Safety and Health Problems
   c. Workplace Programs to Promote Safety and Health Benefits

METHODS OF INSTRUCTION:

A. Lecture:
B. Online:
C. Independent Study:

INSTRUCTIONAL TECHNIQUES:

COURSE ASSIGNMENTS:

Reading Assignments

Tompkins, Teri C., Cases in Management and Organizational Behavior, Prentice-Hall, 2001 Or The
most current version of the textbook

Out-of-class Assignments

Technologically based assignments/projects.

Writing Assignments

Case Studies requirement: Student must be able to write response to cases assigned.

METHODS OF STUDENT EVALUATION:

Midterm Exam
Final Exam
Short Quizzes
Objective Examinations
Problem Solving Exercises

Demonstration of Critical Thinking:

Student will demonstrate critical thinking/problem solving by being able to distinguish problems from
symptoms, determine possible alternatives, select alternative solution through the use of the decision
making process, and to develop contingency plans as necessary.

Required Writing, Problem Solving, Skills Demonstration:

Case Studies requirement: Student must be able to write response to cases assigned.

TEXTS, READINGS, AND RESOURCES:

TextBooks:

LIBRARY:
Adequate library resources include: Non-Print Materials

Comments:

Attachments:

Attached Files