

Organizational Behavior

MNGT-5590

S1 2021 Section JA 3 Credits 01/04/2021 to 03/05/2021 Modified 12/21/2020

Meeting Times

Lecture

Wednesday, 5:30 PM to 9:30 PM, Zoom/Metro Jacksonville Campus

1/6, 1/13, 1/20, 1/27, 2/3, 2/10, 2/17, 2/24, 3/3

Contact Information

Name: Allison Turner

Phone: (904) 200-9936

Email: allisonturner94@webster.edu; allisonjump@yahoo.com

Description

This course introduces students to many of the basic principles of human behavior that effective managers use when managing individuals and groups in organizations. These include theories relating to individual differences in abilities and attitudes, attribution, motivation, group dynamics, power and politics, leadership, conflict resolution, organizational culture, and organizational structure and design.

Requisites

None

Outcomes

Upon successful completion of this course, the student will be able to:

1. Define, discuss, and recognize important terminology, facts, concepts, principles, analytic techniques, and theories taught in this organizational behavior course.
2. Identify and apply appropriate terminology, facts, concepts, principles, analytic techniques, and theories from the organizational behavior course when analyzing factual situations with organizational behavior problems.
3. Develop reasonable solutions to organizational behavior problems using appropriate facts, concepts, principles, analytic techniques, and theories from this organizational behavior course.
4. Evaluate the quality of their proposed solutions to organizational behavior problems against appropriate criteria, including organizational constraints.
5. Discuss the relevance and application of the concepts, principles, and theories used in organizational behavior to contemporary events.
6. Identify and discuss the interrelationships among the concepts, principles, and theories used in the different areas of organizational behavior.

Organizational Behavior

Author: Robbins & Judge

Publisher: Pearson

Edition: 18th

ISBN: 978-0134729664

Deliverables

PLEASE NOTE: All coursework and communication must be submitted via WorldClassroom/Canvas as electronic (Word) documents

- Lectures used to convey an understanding of mandatory topics.
- Simulations and role-plays used to promote application and analysis of theory and methods.
- Self-assessment tools and activities used to demonstrate acquisition of Organizational Behavior competencies.
- Facilitated discussions of readings and journal articles.
- Cases used to promote application, analysis, and solution of organizational problems.
- Classes will include lectures, group exercises, individual exercises and discussions of short cases. For all classes you are expected to have read the assigned chapters before class each week. This will enable you to participate in any exercises and to ask questions about material you did not understand.
- Finally, you will be required to write a paper analyzing a performance problem, as analyzed and applied in the context of understanding organizational behavior. You will be given detailed instructions on the paper, but in general you will identify and describe a performance problem in some organization, analyze the performance problem in terms of relevant organizational behavior theories, and suggest one or more plans that might help solve the problem. The most important part of the paper is your analysis of the problem and its causes, although research may help clarify your thinking and analysis. This paper should illustrate your abilities to analyze real-world situations and integrate the concepts you have learned during the course. Note that this is not a traditional term paper about some topic, nor is it a book report.

Paper/Scholarly Article Review and Sharing 10 points:

- The student will:
 - Prepare a minimum of four-page APA paper. This paper will include summaries of the articles, highlighting the key study and results, and relate the articles to the course's textbook (or what we have learned in class).
 - Topics will be selected from choices in the Grading Rubric.
 - Obtain three (3) articles from Webster University's Online Library (the content must be at least three pages in length)
 - Incorporate APA citations and reference list (min 3 scholarly articles and the textbook).
 - Develop three (3) brief questions to stimulate discussion of the key points.
 - Provide brief answers to the questions.
 - Submit copies of summary, questions, and answers to the instructor.
 - Share a summary of your research with the class.
 - See Grading Rubrics on Canvas/WorldClassroom site for further details

Performance Problem Paper (Group Project) 20 points:

- The performance problem paper will consist of a minimum of 8 pages of text, not counting title page, table of contents, abstract and references, on an organizational behavior topic chosen by the student group and approved by the instructor.
- Each student group will identify and analyze a performance problem in a particular organizational setting, apply organizational behavior theories to the situation and develop a recommended strategic solution.
- Groups will be formed during the first meeting of class and the topic selection will be finalized on the second meeting of the class.
- A minimum of five references should be cited in APA style, both in-text and end-of-text. In addition to secondary research on the topic selected the writers should apply the topic to a specific type of organizational setting.
- The research paper will be graded according to: following directions given in class, having a topic which is adequately focused, writing with minimal grammatical and APA errors, demonstrating critical thinking skills, showing practical management application and presentation skills.

- Each group will give a short presentation summarizing their findings of the study.
- See Grading Rubrics on WorldClassroom site for further details.

MBTI Results and Critique 20 points total:

- 1) This assignment requires that you complete an online MBTI test and 1-page explanation of assumptions you made regarding your assessment for 5 points due week 2. For example, what did you expect your results to include?
- 2) Summarize and critique/analyze your results in 4 pages for 15 points due week 7

At a minimum, this assignment should include:

- List and define your results.
- Explain the phenomenal success of this assessment in terms of message, content, delivery---why have so many people, and why have so many executives, in particular, embraced this assessment?
- Critique your results using readings and references provided throughout the course. Note: this analysis may take place on the basis of a combination of factors including 'metaphors', 'logic', 'assumptions about human nature', etc.
- See Grading Rubrics on WorldClassroom site for further details.

Class Participation and Attendance 10 points:

- Students are expected to attend all class sessions of every course for the full 36 contact hours. In the case of unavoidable absence, the student must contact the instructor. The student is subject to the appropriate academic penalty for incomplete or unacceptable makeup work, or for excessive or unexcused absences. Generally, a student who misses more than one four-hour course period (per course) without a documented military or medical excuse and advanced permission of the instructor should withdraw from the class. The University reserves the right to involuntarily drop enrolled students from classes, which they do not attend.

PLEASE BE ADVISED: Students who do not attend the first class session, who have not made prior arrangements with the instructor for being absent, will be dropped from their courses.

- Attendance the last day of class is mandatory to ensure that all work is completed and to be awarded a passing grade. An Incomplete will not be acceptable without documental proof (Death Notice, Doctor’s Letter, etc.) as to absence relating to non-completion of classwork. These must be faxed to 904-262-1459 or dropped off to WebsterUniversity by the Monday after the term ends.
- Participants are expected to arrive on time and be actively involved in the learning experience. Each student should desire to learn, participate, and proactively contribute to the learning of others during each discussion and exercise.
- Students are to participate in classroom discussions. The discussions are an opportunity for students to reveal their understanding of the assignments made for the current and previous classes.
- Assignments are given to prepare the student to participate in class discussions; therefore, it is imperative that reading assignments and associated questions for discussion be completed prior to class.
- A maximum of 10 points will be awarded based on the level and quality of participation and preparation.
- All assignments are due as detailed in the Course Schedule.
- Late assignments will be accepted, if they are turned in *no later* than one week later, but will be penalized one letter grade for the assignment. Furthermore, late assignments will lower the student's final grade by an additional one point. Failure to turn in an assignment within one week will result in a grade of "0" for that assignment.

✓ Evaluation

Breakdown

Assignments	Maximum Points
<ul style="list-style-type: none"> • Mid-Term Exam 	15 Points

<ul style="list-style-type: none"> • 2 Paper/Scholarly Article Reviews • One on change management • One on topic assigned 	10 Points 10 Points
<ul style="list-style-type: none"> • MBTI Results (online assessment completion) • MBTI Critique 	5 Points 15 Points
<ul style="list-style-type: none"> • Performance Problem Paper (Group Project) 	20 Points
<ul style="list-style-type: none"> • Final Exam 	15 Points
<ul style="list-style-type: none"> • Class Participation and Attendance <ul style="list-style-type: none"> ◦ Case study discussions, critical thinking activities, video discussions and HR experiential problem solving 	10 Points
TOTAL	100 Points

Letter grades will be assigned pursuant to the following scores based on the percent of the total possible points (weighted according to the scale above) that you earned in the course.

Percentage of Total Points	Grade
95%-100%	A
90%-94%	A-
88%-89%	B+
84%-87%	B
80%-83%	B-
70%-79%	C
Below 70%	F

Criteria

 Schedule

	<p>Pre-Assignments for Session 1:</p> <ul style="list-style-type: none"> • Read Chapters 1/2 of the text • Complete MBTI online assessment
<p>Class 1</p> <p>1/6/2021</p>	<p>Topics:</p> <ul style="list-style-type: none"> • Introduction to course and getting acquainted • Review Syllabus, going over course outline, clarifying student responsibilities and expectations, lecture/discussion procedures, case studies, individual papers, examinations, and grading procedures • Chapter 1: Effective Managers Understand Organizational Behavior • Chapter 2: National and Organizational Culture • Assignments for Class 1: • Assigning teams for the group project • Select Paper topic • Complete MBTI online assessment
<p>Class 2</p> <p>1/13/2021</p>	<p>Topics:</p> <ul style="list-style-type: none"> • Chapter 3: Individual Differences and Work Behaviors • Chapter 4: Perceptions and Attributions • MBTI Assessment Results Due • Assignments for Class 3: ◦ Paper/Scholarly Article Review DUE 1/20/2021
<p>Class 3</p> <p>1/20/2021</p>	<p>Topics:</p> <ul style="list-style-type: none"> • Chapter 5: Motivation • Chapter 6: Job Design and Performance • Paper/Scholarly Article Review DUE 1/22/2020 • Assignments for Class 4: ◦ Mid-term exam on Chapters 1-8 DUE 2/3/2021
<p>Class 4</p> <p>1/27/2021</p>	<p>Topics:</p> <ul style="list-style-type: none"> • Chapter 7: Evaluation and Rewards Influence Behavior • Chapter 8: Managing Misbehavior <p>Assignments for Class 4 :</p> <ul style="list-style-type: none"> • Mid-term exam on Chapters 1-8 DUE 2/3/2021
<p>Class 5</p> <p>2/3/2021</p>	<p>Topics:</p> <ul style="list-style-type: none"> • Chapter 9: Managing Individual Stress • Chapter 10: Groups and Teams • Assignments for Class 5: ◦ Mid-term exam on Chapters 1-8 DUE 2/3/2021
<p>Class 6</p> <p>2/10/2021</p>	

	<p>Topics:</p> <ul style="list-style-type: none"> • Chapter 11: Managing Conflict and Negotiation • Chapter 12: Power and Politics • Chapter 13: Communicating Effectively <p>Assignments for Class 7:</p> <ul style="list-style-type: none"> • Complete MBTI Results and Critique and prepare for class discussion
<p>Class 7 2/17/2021</p>	<p>Topics:</p> <ul style="list-style-type: none"> • Chapter 14: Decision Making • Chapter 15: Leadership • MBTI Results and Critique Due <p>Assignments for Class 9:</p> <ul style="list-style-type: none"> • Complete Performance Paper (Group Project) and prepare for class discussion
<p>Class 8 2/24/2021</p>	<p>Topics:</p> <ul style="list-style-type: none"> • Chapter 16: Organizational Structure and Design • Chapter 17: Managing Organizational Change • Performance Paper (Group Project) Due • Presentations of Group Project <p>Assignments for Class 9:</p> <ul style="list-style-type: none"> • Prepare for Final exam on Chapters 9-17
<p>Class 9 3/3/2021</p>	<p>Topics:</p> <p>Final Exam on Chapters 9-17 DUE 3/3/2021</p>

* Course Policies

- This syllabus may be revised at the discretion of the instructor without the prior notification or consent of the student. The schedule below presents an approximate expectation of course progress. The instructor reserves the right to change the overall course grade weighting. Any changes will be announced in class.
- In line with the university's policy on academic honesty, please be advised that instances of academic dishonesty will result in a zero for the assignment and will be reported to the Dean of the School of Business and Technology for further disciplinary action. In an effort to ensure the integrity of the academic process, WebsterUniversity strongly affirms the importance of academic honesty as defined by the Graduate Studies Catalog. All required assignments in this course will be checked for plagiarism using a plagiarism prevention service called Turnitin. The tool will be used to compare a student's work against Internet sources, other student submissions and academic databases.

PARTICIPATION POLICY

Your participation grade will be based on the following criteria:

- Quantity of high-quality participation
- Quality of participation (your comments and insights in class reflect in-depth knowledge of HRM theories and frameworks and the ability to apply them to real and simulated situations)
- Balanced involvement in classroom discussion, showing a readiness to share airtime with your classmates.

SHRM Student Meetings:

- Students are encouraged to attend the scheduled meetings of the student chapter of SHRM (Society of Human Resource Management).
- The SHRM Meeting will take place on **Monday September 29th** at the Jacksonville Metro Campus from 6:00PM - 7:00PM.

Institutional Policies

Academic Policies

Academic policies provide students with important rights and responsibilities. Students are expected to familiarize themselves with all academic policies that apply to them. Academic policies for undergraduate students can be found in the Undergraduate Studies Catalog; graduate students should review the Graduate Studies Catalog.

Undergraduate Studies Catalog

The Undergraduate Studies Catalog contains academic policies that apply to all undergraduate students. The *academic policies and information* section of the catalog contains important information related to **attendance, conduct, academic honesty, grades, and more**. If you are an undergraduate student, please review the catalog each academic year. The current Undergraduate Studies Catalog is at:

<http://www.webster.edu/catalog/current/undergraduate-catalog/> (<http://www.webster.edu/catalog/current/undergraduate-catalog/>)

Graduate Studies Catalog

The Graduate Studies Catalog contains academic policies that apply to all graduate students. The *academic policies* section of the catalog contains important information related to **conduct, academic honesty, grades, and more**. If you are a graduate student, please review the catalog each academic year. The current Graduate Studies Catalog is at:

<http://www.webster.edu/catalog/current/graduate-catalog/> (<http://www.webster.edu/catalog/current/graduate-catalog/>)

Grading

The Grades section of the academic catalog outlines the various grading systems courses may use, including the information about the final grade reported for this class.

Undergraduate

<http://www.webster.edu/catalog/current/undergraduate-catalog/academic-policies.html#grading>
(<http://www.webster.edu/catalog/current/undergraduate-catalog/academic-policies.html#grading>)

Graduate

<http://www.webster.edu/catalog/current/graduate-catalog/academic-policies.html#grades>
(<http://www.webster.edu/catalog/current/graduate-catalog/academic-policies.html#grades>)

Incomplete

There are important policies that govern grades of Incomplete (I), including the circumstances under which Incomplete grades are granted, deadlines for completion, and consequences should the remaining course work not be completed. It is the responsibility of a student who requests an Incomplete to ensure that he/she understands and follows the policies.

Grade Appeals

Instructors are responsible for assigning grades, and student should discuss grade issues with the instructor. Policies and procedures for appealing grades are available in the appropriate catalog.

Academic Honesty Policy

Webster University is committed to academic excellence. As part of our Statement of Ethics, we strive to preserve academic honor and integrity by repudiating all forms of academic and intellectual dishonesty, including cheating, plagiarism and all other forms of academic dishonesty. Academic dishonesty is unacceptable and is subject to a disciplinary response. Students are encouraged to talk to instructors about any questions they may have regarding how to properly credit others' work, including paraphrasing, quoting, and citation formatting. The university reserves the right to utilize electronic databases, such as Turnitin.com, to assist faculty and students with their academic work.

The University's Academic Honesty Policy is published in academic catalogs:

Undergraduate

<http://www.webster.edu/catalog/current/undergraduate-catalog/academic-policies.html>
(<http://www.webster.edu/catalog/current/undergraduate-catalog/academic-policies.html>)

Graduate

<http://www.webster.edu/catalog/current/graduate-catalog/academic-policies.html>
(<http://www.webster.edu/catalog/current/graduate-catalog/academic-policies.html>)

As a part of the University commitment to academic excellence, the Academic Resource Center provides student resources to become better acquainted with academic honesty and the tools to prevent plagiarism in its many forms:

http://www.webster.edu/arc/plagiarism_prevention/ (http://www.webster.edu/arc/plagiarism_prevention/)

Statement of Ethics

Webster University strives to be a center of academic excellence. The University makes every effort to ensure the following:

- The opportunity for students to learn and inquire freely
- The protection of intellectual freedom and the rights of professors to teach
- The advancement of knowledge through scholarly pursuits and relevant dialogue

To review Webster University's statement of ethics, see the Undergraduate Studies Catalog and the Graduate and Studies Catalog:

Undergraduate

<http://www.webster.edu/catalog/current/undergraduate-catalog/overview.html#ethics>
(<http://www.webster.edu/catalog/current/undergraduate-catalog/overview.html#ethics>)

Graduate

<http://www.webster.edu/catalog/current/graduate-catalog/ethics.html> (<http://www.webster.edu/catalog/current/graduate-catalog/ethics.html>)

Contact Hours for this Course

It is essential that all classes meet for the full instructional time as scheduled. A class cannot be shortened in length. If a class session is cancelled for any reason, the content must be covered at another time.

Important Academic Resources

Academic Accommodations

Webster University makes every effort to accommodate individuals with academic/learning, health, physical and psychological disabilities. To obtain accommodations, students must identify themselves and provide documentation from a qualified professional or agency to the appropriate campus designee or the Academic ADA Coordinator at the main campus. The Academic ADA Coordinator may be reached at 314-246-7700 or disability@webster.edu (<mailto:disability@webster.edu>).

If you have already identified as a student with a documented disability and are entitled to classroom or testing accommodations, please inform the instructor of the accommodations you will require for this class at the beginning of the course.

Academic Resource Center

Additional support and resources may be accessed through the Academic Resource Center (ARC). Support and resources include academic counseling, accommodations, assistive technology, peer tutoring, plagiarism prevention, testing center services, and writing coaching. Visit www.webster.edu/arc (<http://www.webster.edu/arc>) or Loretto Hall 40 on the main campus for more information.

Student Success Portal

Webster University's Student Success Portal, powered by Starfish, is a communications tool to connect students with faculty members and campus support services. It allows faculty and staff members to communicate with you regarding academic achievements as well as areas where support may be helpful. You may use the portal to contact faculty and staff members for assistance and to arrange meetings. Activity in the portal will be communicated to your Webster University email account. The Student Success Portal is available via your course home page in WorldClassRoom or via Connections. Learn more about the Student Success Portal at <http://www.webster.edu/success/students.html> (<http://www.webster.edu/success/students.html>).

University Library

Webster University Library is dedicated to supporting the research needs and intellectual pursuits of students throughout the University's worldwide network. Resources include print and electronic books, journal articles, online databases, DVDs and streaming video, CDs and streaming music, datasets, and other specialized information. Services include providing materials at no cost and research help for basic questions to in-depth exploration of resources. The gateway to all of these resources and services is <http://library.webster.edu> (<http://library.webster.edu/>). For support navigating the library's resources, see <http://libanswers.webster.edu/> (<http://libanswers.webster.edu/>) for the many ways to contact library staff.

Drops and Withdrawals

Drop and withdrawal policies dictate processes for students who wish to unenroll from a course. Students must take proactive steps to unenroll; informing the instructor is not sufficient, nor is failing to attend. In the early days of the term or semester, students may DROP a course with no notation on their student record. After the DROP deadline, students may WITHDRAW from a course; in the case of a WITHDRAW, a grade of W appears on the student record. After the WITHDRAW deadline, students may not unenroll from a course. Policies and a calendar of deadlines for DROP and WITHDRAW are at:

Undergraduate

<http://www.webster.edu/catalog/current/undergraduate-catalog/enrollment.html>
(<http://www.webster.edu/catalog/current/undergraduate-catalog/enrollment.html>)

Graduate

<http://www.webster.edu/catalog/current/graduate-catalog/enrollment.html>
(<http://www.webster.edu/catalog/current/graduate-catalog/enrollment.html>)

Academic Calendar - <http://www.webster.edu/academics/academic-calendar/>
(<http://www.webster.edu/academics/academic-calendar/>)

Current tuition rates, policies, and procedures, including details of pro-rated tuition refunds, are available in the "Tuition, Fees, and Refunds" section of Webster's Academic Catalogs:

Undergraduate

<http://www.webster.edu/catalog/current/undergraduate-catalog/tuition.html>
(<http://www.webster.edu/catalog/current/undergraduate-catalog/tuition.html>)

Graduate

<http://www.webster.edu/catalog/current/graduate-catalog/tuition.html> (<http://www.webster.edu/catalog/current/graduate-catalog/tuition.html>)

Student Handbook and Other Important Policies

Student handbook and other non-academic policies may apply to you and may impact your experience in this class. Such policies include the student code of conduct, privacy, technology and communications, and more. Please review the handbook each year and be aware of policies that apply to you. The handbook is available at:

<http://www.webster.edu/student-handbook/> (<http://www.webster.edu/student-handbook/>)

Sexual Assault, Harassment, and Other Sexual Offenses

Webster University makes every effort to educate the community to prevent sexual assault, harassment, and other sexual offenses from occurring, and is committed to providing support to those affected when this behavior does occur. To access information and resources or to review the Policy on Sexual Assault, Harassment, and Other Sexual Offenses, visit:

<http://www.webster.edu/sexual-misconduct/> (<http://www.webster.edu/sexual-misconduct/>)

Research on Human Subjects

The Webster University Institutional Review Committee (IRB) is responsible for the review of all research on human subjects. The IRB process applies to all Webster University faculty, staff, and students and must be completed prior to any contact with human subjects. For more information on the IRB, visit:

<http://www.webster.edu/irb/index.html> (<http://www.webster.edu/irb/index.html>)

Course Evaluations

At the end of this course, you will have the opportunity to provide feedback about your experience. Your input is extremely valuable to the university, your instructor, and the department that offers this course. Please provide your honest and thoughtful evaluation, as it helps the university to provide the best experience possible for all of its students.

Important Technology Information

Connections Accounts

Webster University provides all students, faculty, and staff with a University email account through Connections. Students are expected to activate their Connections account and regularly check incoming University email. Students may choose to have their University email forwarded to an alternate email address. Connections account holders can call the Help Desk (314-246-5995 or toll free at 1-866-435-7270) for assistance with this setup. Instructions are also provided on the Information Technology website at:

<http://www.webster.edu/technology/service-desk/> (<http://www.webster.edu/technology/service-desk/>)

WorldClassRoom

WorldClassRoom is Webster's Learning Content Management System (LMS). Your instructor may use WorldClassRoom to deliver important information, to hold class activities, to communicate grades and feedback, and more. WorldClassRoom is available using your Connections ID at:

<https://worldclassroom.webster.edu/> (<https://worldclassroom.webster.edu/>)

Webster Alerts

Webster Alerts is the University's preferred emergency mass notification service, available free to current students, faculty and staff at all US campuses. By registering a valid cell phone number and email address, you will receive urgent campus text, voice mail and email communications. Valuable information concerning a range of incidents affecting you - from weather-related campus closures, class delays and cancellations, to more serious or life-threatening events - are immediately and simultaneously delivered through multiple communication channels. To register for Webster Alerts, visit:

<http://www.webster.edu/technology/services/webster-alerts/> (<http://www.webster.edu/technology/services/webster-alerts/>)