

MPRIM410: Organizational Behavior

Textbook

Title: Organizational Behavior

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Competency Objectives

- Explain how personality, values, perceptions, and emotions can influence behavior and interactions within a work setting.
- Evaluate organizational practices to motivate employees and make recommendations to enhance the effectiveness of those practices.
- Apply team performance and decision-making factors to improve team effectiveness.
- Analyze how to effectively manage conflict.
- Explain how to effectively exercise power and influence others.
- Apply accepted models of leadership to enhance leadership effectiveness.

Lesson Objectives

Lesson 1:

- Using scientifically valid personality attributes and values, describe how people differ.
- Recognize how personality and value differences can influence interpersonal dynamics.
- Describe the impact of aptitude, motivation, role perceptions and situational factors on an employee's job performance.

Lesson 2:

- Describe the process by which we make sense of a person, event, or situation.
- Identify commonly occurring perception and attribution biases or errors that can impact perception of a person, event, or situation.
- Identify approaches to improve the accuracy of perceptions.
- Recognize how emotions and job attitudes influence employee behavior at work.

Lesson 3:

- Describe accepted theories of employee motivation.
- Explain how to use motivation theories to enhance employee motivation.
- Recognize how common practices used by organizations affect employee motivation.

Lesson 4:

- Explain the advantages and disadvantages of using teams.
- Describe factors that influence team effectiveness.
- Identify factors that can negatively impact team decision-making as well as team structures and actions that can improve team decision-making effectiveness.

Lesson 5:

1. Describe the conflict process, including types of conflict and their consequences.
2. Identify ways to minimize conditions that contribute to conflict.
3. Describe the five primary conflict management styles.
4. Diagnose conflict situations to determine the appropriate conflict management style to use in that situation.

Lesson 6:

1. Recognize the difference between power and influence.
2. Describe sources of power and factors that influence the exercise of power.
3. Identify strategies to influence others.
4. Recognize the positive and negative consequences associated with different influence strategies.

Lesson 7:

1. Describe accepted models of leadership.
2. Describe the strengths and weaknesses of key leadership behaviors.
3. Identify situational factors that might impact the effectiveness of a given leadership style.