

Organizational Behavior

Organizational Behavior

“Nothing has such power to broaden the mind as the ability to investigate systematically and truly all that comes under thy observation in life.”

Marcus Aurelius

(Roman Emperor, Philosopher, and all-around decent guy)

Organizational behavior is the study of individual behavior and group dynamics in organizations

Why are we here?

Human behavior at work is NOT common sense, there is **not one best way to manage people**

Common sense works in stable situations with predictable outcomes... those aren't the important ones

Common sense “short-circuits” our motivation to actually THINK about an issue, and make intelligent decisions

Common sense is skewed by our personal experiences and biases, it is *subjective*, and is only a distorted reflection of objective reality

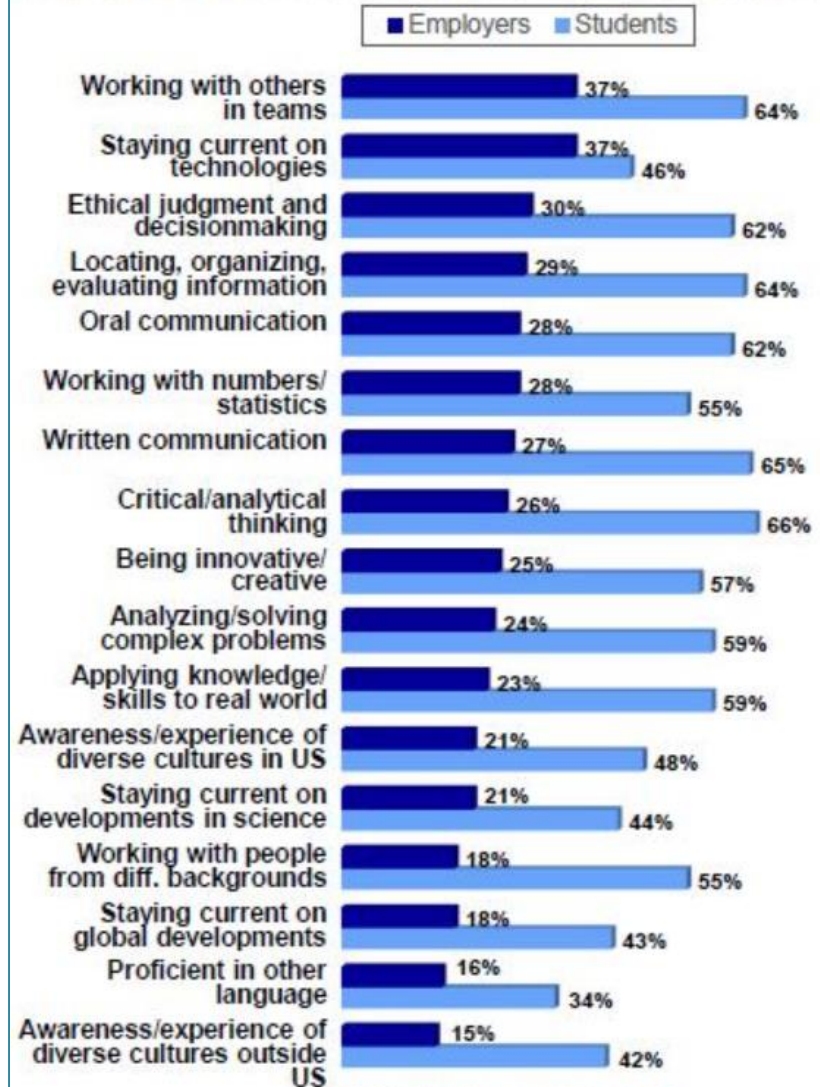
Why are we here?

To help you succeed in the future

A 2015 survey of 400 different employers and 613 students revealed that employers don't think students are nearly as well prepared as they think they are...

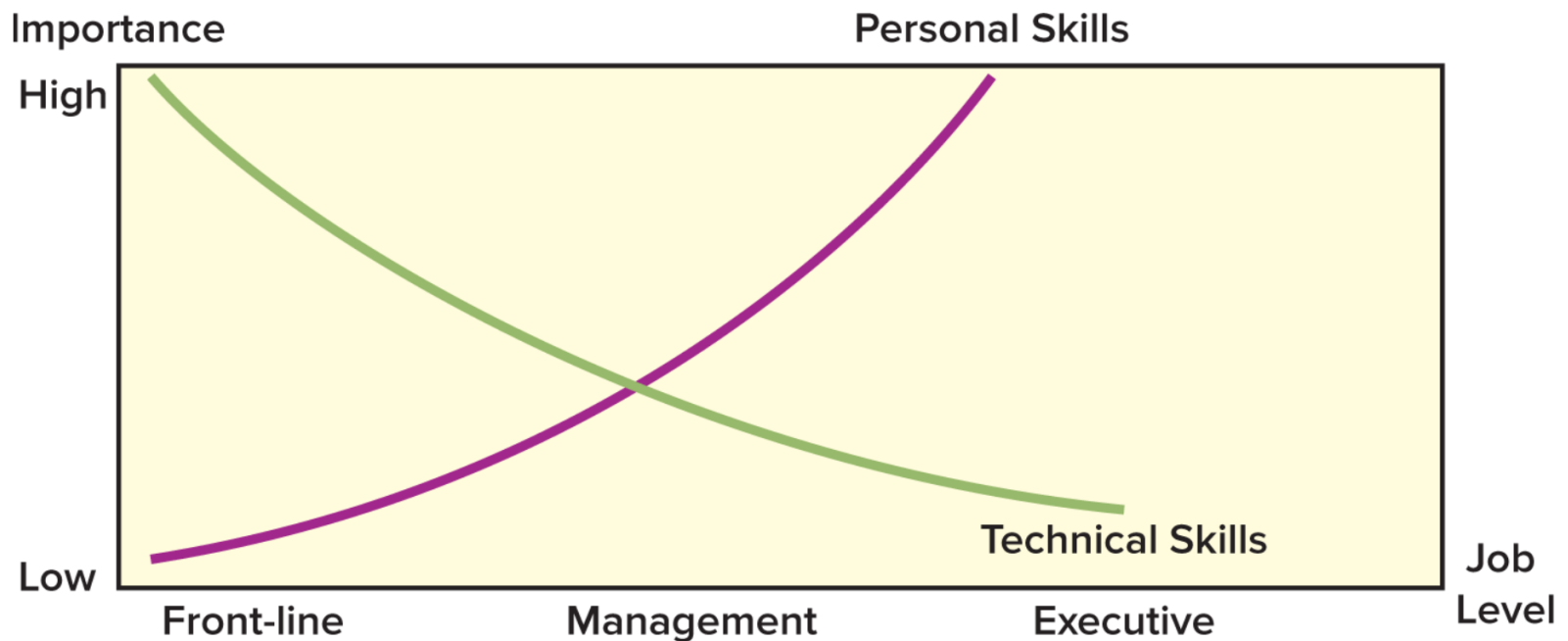
Employers give college graduates low scores for preparedness across learning outcomes; students think they are better prepared.

*Proportions saying they/recent college graduates are well prepared in each area**



Why are we here?

The knowledge you gain in this type of class won't feel useful until you've worked a while



Problem Solving Approach

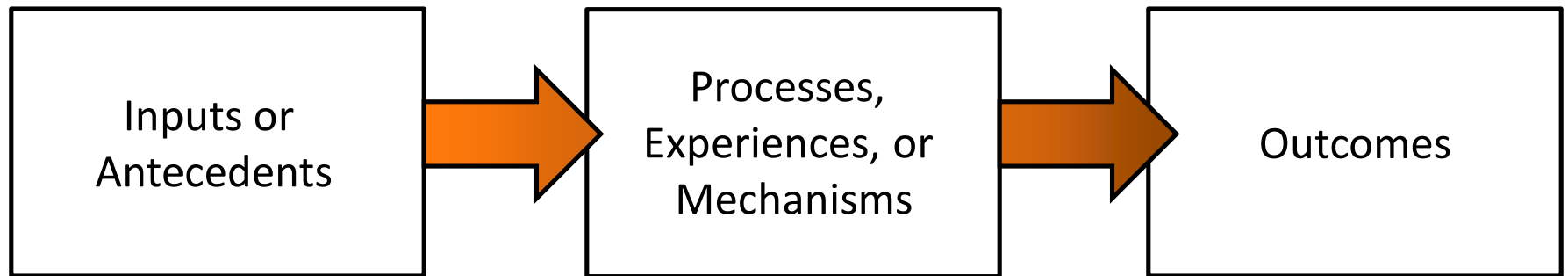
Three basic steps to how we're going to solve problems in this class

STEP 1: Define the problem

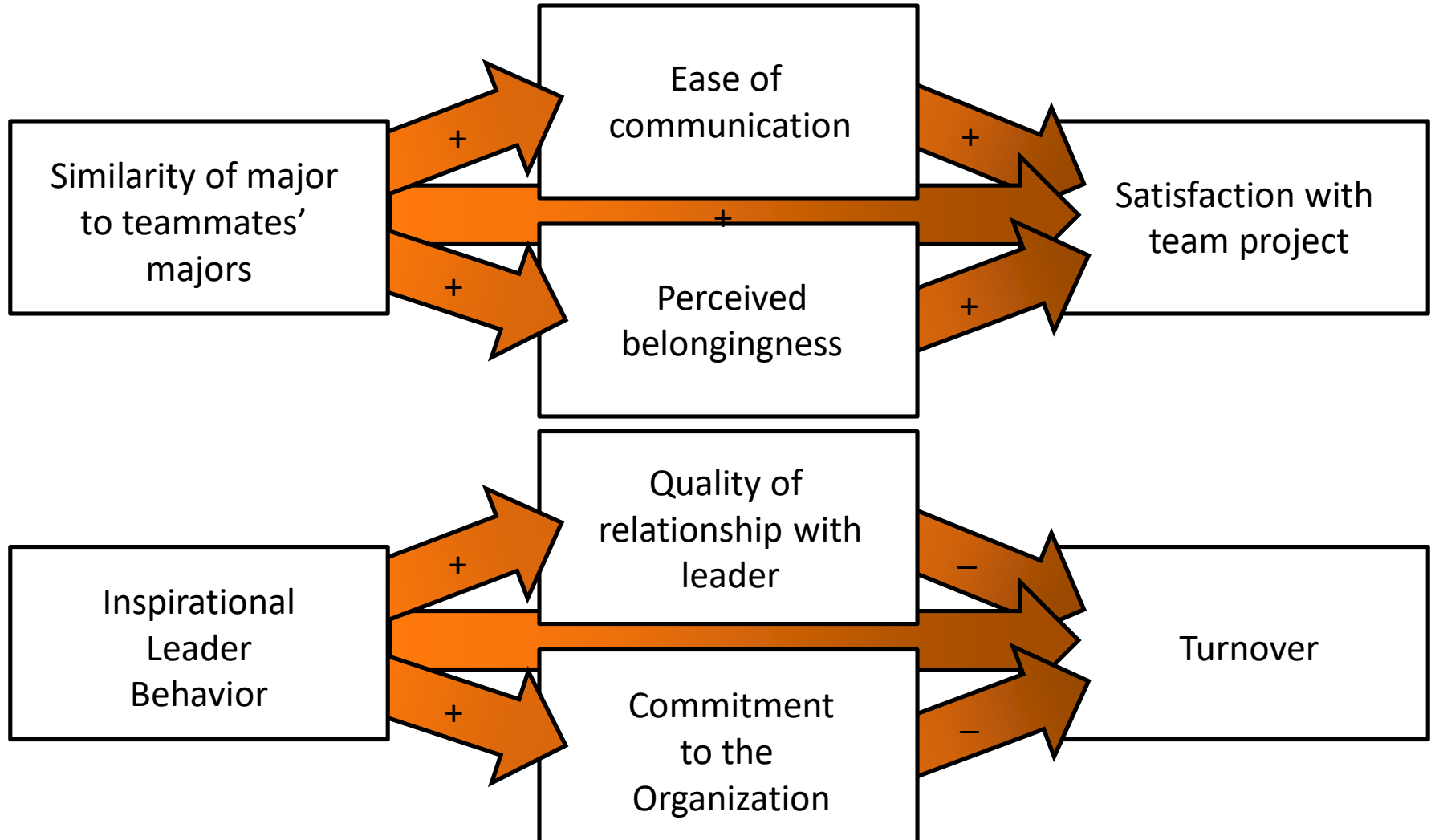
STEP 2: Identify potential causes using OB concepts and theories

STEP 3: Make recommendations and (if appropriate) take action

Problem Solving Approach



Problem Solving Approach



Our first OB concept

There are two overall factors that interact to influence human behavior in organizations:

Person factors: The characteristics that give people their unique identities and sense of self

Situation factors: All the elements outside ourselves that influence what we feel, think, and do

ACTIVITY

Two Sides of Organizations

Due to the fundamental nature of human beings, two sides of the organization arise:

Formal Organization: The official, legitimate, structured, and most visible part of the system

Informal Organization: The unofficial, psychological, organic, and less visible part of the system

Two Sides of Organizations

“A [woman or man] gets a job in a corporation because of [her or his] utility as a resource of physical strength, manual dexterity, craft skill, business experience, or technical information. But [she or he] remain nevertheless a person, with private interests, ambitions, goals, and values...”

-Professor Tom Burns (1961), highly influential Sociologist at University of Edinburgh... super smart dude

Two Sides of Organizations

Formal organization

(overt)

- Goals and objectives
- Policies and procedures
- Job descriptions
- Financial resources
- Authority structure
- Communication channels
- Products and services

Informal organization

(covert)

- Beliefs and assumptions
- Perceptions and attitudes
- Values
- Feelings, such as fear, joy
anger, trust, and hope
- Group norms
- Informal leaders

Two Sides of Organizations

