

BUS 200 Organizational Behavior DE MASTER

2017 Section ALL 05/09/2017 to 03/30/2050 Modified 04/20/2020

Meeting Times

Online Classes

Monday, 12:00 a.m. to Sunday, 11:59 p.m. (Pacific time)

Class Length

8 weeks

Your instructor **may** schedule optional synchronous/live sessions using the Virtual Classroom (Blackboard Collaborate) meeting space. Please check your course announcements for specific dates and times. All meetings will be recorded and will be accessible in the Virtual Classroom.

Contact Information

Course Description

This course introduces the concept of organizational behavior. Students will develop an understanding of leadership and management strategies used throughout organizations in an effort to optimize productivity. Relevant behavioral models and theories from a wide spectrum of business disciplines will be examined with a critical assessment of its application to the field of organizational behavior.

Total Course Credits:	Total Course Hours:	Lecture Hours In-Class:
3	45	45
Lab Hours:	Supervised Clinical/Practicum Hours:	Externship/Internship Hours:
0	0	0

Course Learning Outcomes

1. Evaluate content and process theories of motivation.
2. Differentiate functional and dysfunctional conflict for the application of conflict management techniques.
3. Explain the use of goal setting, feedback, rewards, and reinforcement in improving performance.
4. Analyze techniques to improve inclusivity in workplace settings.
5. Demonstrate knowledge of organizational behavior.
6. Define workplace stress and analyze individual and organizational stress-reducing methods.
7. Describe the leadership role of human resources.

This course meets the following outcomes and competency standards:

Week	CLOs	PLOs	ILOs
1	4, 5	1, 4	1, 2, 4, 5, 6
2	1, 3, 5	2, 4	1, 2, 4
3	6, 7	1, 2	1, 2, 4, 5, 6
4	1, 3, 5, 6, 7	1, 2, 4, 5	1, 2, 4, 5, 6, 7
5	4, 5, 6, 7	1, 2, 3, 4	1, 2, 3, 4, 5, 6, 7
6	2, 4, 5, 6, 7	1, 2, 4, 5	1, 2, 4, 5, 6, 7

7	4, 5, 7	1, 2, 3, 4	1, 2, 4, 5, 6, 7
8	5, 7	1, 2, 3, 4	1, 2, 3, 4, 6

Program Learning Outcomes

Program Mission

The Bachelor of Science in Business Administration program is designed to provide students with foundational knowledge in general business concepts and management theory. Students will develop critical thinking, leadership, and problem-solving skills necessary to serve as effective business professionals in a diverse and ever-changing business landscape.

Program Objectives

1. Demonstrate foundational knowledge of business concepts in accounting, finance, marketing, economics, organizational leadership, management, and business law and ethics.
2. Demonstrate critical thinking to analyze and interpret business issues and provide a defensible solution.
3. Employ planning, organizing, and leadership skills to manage business information and achieve intended business outcomes.
4. Demonstrate knowledge of legal, ethical, and professional responsibilities that drive the decision-making of business managers.
5. Explore the domestic and global business landscape to identify variables that impact problem-solving in a business organization.

Course Materials

Your textbook is available in the Blackboard course under the **E-Text** menu item. The textbook is delivered through the Vital Source E-Text platform. Please note that some books do have a print on demand option. Print on Demand, if available, is found in your Vital Source bookshelf.

A Pocket Style Manual (APA Version)

Author: Hacker, Diana

Publisher: Bedford St. Martins

Edition: 8th

Availability: Available in your Vital Source Bookshelf (from previous terms)

Organizational Behavior

Author: Robbins, S., & Judge, T.

Publisher: Pearson

Edition: 18th

Evaluation

West Coast University Grading Scale (Reflective of final course grade; see associated policy in Catalog)	Grade	Points	WCU Grading Scale
	A	4	93–100
	A-	3.7	90–92
	B+	3.3	87–89
	B	3.0	83–86

B-	2.7	80–82
C+	2.3	76–79
C	2.0	73–75
C-	1.7	70–72
D+	1.3	66–69
D	1.0	63–65
D-	0.7	60–62
F	0.0	59 or below
AU	0.0	Audit
CR	0.0	Credit
P	0.0	Pass
NP	0.0	Not Passed
I	0.0	Incomplete
TC	0.0	Transfer Credit
W	0.0	Withdrawal (Before Drop Deadline)
WF	0.0	Withdrawal (After Drop Deadline)

Note: AU, CR, P, NP, I, TC, W, and WF are used on the Academic Record but have no point values and are not computed in the [Cumulative Grade Point Average \(CGPA\)](http://westcoastuniversity.smartcatalogiq.com/en/Fall-2017/West-Coast-University-Catalog/Academic-Policies-and-Procedures/Calculating-the-Cumulative-Grade-Point-Average) (<http://westcoastuniversity.smartcatalogiq.com/en/Fall-2017/West-Coast-University-Catalog/Academic-Policies-and-Procedures/Calculating-the-Cumulative-Grade-Point-Average>).

A minimum passing grade is required for each course and **varies by program**. Earned grades below the minimum passing grade reflect that the course has not been successfully completed. Each academic program has unique prerequisite requirements. Please see the specific program section for additional information.

Students should review the program specific grading scale in the [University Catalog](http://westcoastuniversity.edu/admissions/catalog.html). (<http://westcoastuniversity.edu/admissions/catalog.html>).

Evaluation Criteria

The evaluation criteria consists of **Formative** and **Summative** assessments of student learning.



Formative: Assessment that occurs throughout the course to provide feedback and support for improved performance as part of an ongoing learning process.

Examples: Evidence-based research, presentations, case studies, specific class projects, weekly quizzes, homework assignments, clinical or lab assignments, practice exams



Summative: Assessment that occurs at the conclusion of the course to determine whether student learning outcomes have been achieved.

Examples: Final exam, term paper, or term project

Signature Assignments, where applicable, are course assignments designed to comprehensively measure student achievement of course and program learning outcomes.

Additional Information:

- All assignments are to be submitted via the online classroom except where otherwise noted. Email submissions will not be accepted. Grades and comments on graded items will be posted in the Blackboard Gradebook, unless otherwise specified. **All assignments submitted for each course must be created for that particular course. Any assignment (a paper or presentation) submitted for credit in one course may not be duplicated and submitted for credit in any other course unless approved by the faculty or noted in the syllabus.**
- **Please review all rubrics in the course for assignment grading criteria, found under the My Grades tab.**
- **It is important that you save all of your completed assignments for your records.**
- Please ensure that you have saved copies of all your work on a drive such as Dropbox or a personal hard drive as you may be asked to recall these assignments as you near the end of your program.

Criteria

Assignment	Weight / Points	Week Due	Details
Formative			
Discussions	240	1–8	See the discussion board rubric for grading criteria. Each week's discussion is worth 30 points each.
Diversity in Organizations	90	1	Write a one-page reflection on the topic of diversity.
Compare and Contrast Emotions	90	2	Compare and contrast two emotions that affect work performance.
Reflection: To Test or Not to Test	90	3	Choose one particular personality test and write a paper detailing its effects on the organization.
Motivating Employees	90	4	Write a paper that describes a situation in which a new manager could improve the motivation of employees.
Comparison: Good Group, Bad Group	90	5	Compare and contrast two groups in history: one that performed well and one that performed poorly or had problems. Discuss the effects of work performance related to each group.
Infographic: Conflict Resolution	90	6	Create an infographic on conflict resolution to present to staff members.
Video Reflection	90	8	Select one of the topics covered throughout the course and create a video reflection on that topic.
Summative			
Signature Assignment: Organizational Culture	130	7	Discuss ways to improve the culture in the organization.
Total Points	1,000		

Course and Program Specific Policies

Discussion Board Requirements*


The Online Discussion Board is designed to stimulate class dialogue that would normally take place in a face-to-face didactic setting. Participation in the Discussion Board serves as a learning strategy to help demonstrate student knowledge of course content. Each Discussion Board post will be assessed using a rubric (located under the "My Grades" menu). In addition to reviewing the grading criteria in the rubric, please note the following Discussion Board post expectations, which must all be met to earn full weekly discussion credit:

- Discussion posts must be completed during the week they are assigned. Discussion posts made in advance of the assigned week will not count toward the weekly discussion grade. If you wish to work ahead, please compose your responses in a Word document, then post when the week arrives.
- Each week, you are required to submit a reply to each initial prompt and replies to your peers or instructors in the Discussion Board. An automatic 10% point deduction will be assessed for all late **initial** postings.
Note: There may be more than one initial prompt per week, depending on the course and material covered. It is your responsibility to reply accordingly.
The required posts per initial prompt are described as follows:
 - No later than Wednesday, 11:59 p.m. (Pacific time) each week, you must post one (1) response to each initial prompt posted by the instructor AND
 - Throughout the week, and no later than the conclusion of each week, you must reply to a minimum of two (2) peers and/or instructors, per initial prompt, although replying to more is highly encouraged. Replies must be made throughout the week to show active participation.
- Any post made in the Discussion Board must be well-developed.
 - A well-developed post is meaningful, clearly demonstrates relevance to the topic, reflects critical thinking and your knowledge of the material, demonstrates *synthesis* of the subject matter, extends the discussion by building on previous posts, and includes proper source citations, when applicable. Posts limited to "I agree," "Great posting," or "Thank you" will not be assessed as well-developed and will therefore not be considered a contribution to the number of required weekly posts.

Late Discussions

Weekly discussion posts will be assessed according to the Discussion Board rubric in the My Grades area. Late postings that occur after Wednesday will reflect an automatic 10% point deduction. Discussion postings made after the week will not count toward the weekly discussion grade.

Assignments submitted after the due date will be penalized at 5% per day. Late assignments will not be accepted more than 5 days after the due date, unless preapproval from the instructor has been obtained in writing. Note due dates and times posted in the course. Be sure to contact the instructor if you believe you must submit an assignment after the due date. Contact with the instructor regarding late assignments after the allowable 5 days does not guarantee approval to submit the assignment outside this time frame. Approvals outside the 5 days are generally provided for extenuating circumstances only.



Late work is not accepted after the close of the course without prior approval from the instructor unless there are extenuating circumstances.

* Individual programs may have additional or varied discussion board requirements. Please see the program policy section of the syllabus for specific requirements.

Minimum Passing Grade

A minimum grade of a "C" will be required to receive course credit in the **BSBA Program**. Should a student receive a "C-" grade or lower, it will not be considered a passing grade for the BSBA program and the student will be required to retake the course.

Course Outline

The Course Outline below serves as a course roadmap, displaying the topics and activities intended to be covered each week. This schedule is subject to change in the event of extenuating circumstances. Please see the weekly agenda and announcements page in the Blackboard course for further information.

- **Objectives** reflect the teaching activities that, if engaged in, are intended to lead to specific, measurable student learning outcomes.
- **Course Activities and Assignments** outline the teaching strategies used and the assessment requirements that students are to fulfill throughout the duration of the course.

**Refer to the assignment rubrics in your course for specific grading criteria. Rubrics can be found in the My Grades section and/or in your assignment dropbox.*

Week	Topic	Objectives	Activities & Assignments
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Week	Topic	Objectives	Activities & Assignments
1	Management and Diversity	<ol style="list-style-type: none"> 1. Demonstrate the importance of interpersonal skills in the workplace. 2. Describe organizational behavior (OB) and discuss how intellectual and physical abilities relate to it. 3. Identify the two major forms of workplace diversity. 	<p>Reading</p> <ul style="list-style-type: none"> • Chapter 1: What Is Organizational Behavior? • Chapter 2: Diversity in Organizations <p>Activities</p> <ul style="list-style-type: none"> • Review course syllabus • Tour the menu items to preview the course content and navigation • Complete the Management and Diversity interactive lesson • Review additional resources for Week 1 and glossary terms <p>Assignments</p> <ul style="list-style-type: none"> • Complete your initial discussion prompt and participate in the weekly discussion • Complete and submit Week 1 Assignment: Diversity in Organizations
2	Attitudes, Job Satisfaction, Emotions, and Moods	<ol style="list-style-type: none"> 1. Compare and evaluate the three components of an attitude. 2. Describe the major job attitudes. 3. Define job satisfaction and identify its three outcomes. 	<p>Reading</p> <ul style="list-style-type: none"> • Chapter 3: Attitudes and Job Satisfaction • Chapter 4: Emotions and Moods <p>Activities</p> <ul style="list-style-type: none"> • Complete the Attitudes, Job Satisfaction, Emotions, and Moods interactive lesson • Review the additional resources for Week 2 and course glossary terms <p>Assignments</p> <ul style="list-style-type: none"> • Complete your initial discussion prompt and participate in the weekly discussion • Complete and submit your Week 2 Assignment: Compare and Contrast Emotions
3	Personality, Values, and Perception in the Workplace	<ol style="list-style-type: none"> 1. Identify the strengths and weaknesses of the Myers-Briggs Type Indicator (MBTI) personality framework and the Big Five model. 2. Explain the factors that influence perception. 3. Identify the ways personality and self-evaluation can predict behavior. 4. Describe attribution theory. 5. Explain how individual differences and organizational constraints affect decision-making. 	<p>Reading</p> <ul style="list-style-type: none"> • Chapter 5: Personality and Values • Chapter 6: Perception and Individual Decision Making <p>Activities</p> <ul style="list-style-type: none"> • Complete the Personality, Values, and Perception in the Workplace interactive lesson • Review the additional resources for Week 3 and course glossary terms <p>Assignments</p> <ul style="list-style-type: none"> • Complete your initial discussion prompt and participate in the weekly discussion • Complete and submit your Week 3 Assignment: To Test or Not to Test

Week	Topic	Objectives	Activities & Assignments
4	Motivation Concepts and Employee Incentives	<ul style="list-style-type: none"> Describe the three key elements of motivation. Explain the differences between self-efficacy theory, reinforcement theory, and expectancy theory. Identify the main ways jobs can be redesigned. Demonstrate how the different types of variable-pay programs can increase employee motivation. Identify the motivational benefits of intrinsic rewards. 	<p>Reading</p> <ul style="list-style-type: none"> Chapter 7: Motivation Concepts Chapter 8: Motivation From Concepts to Applications <p>Activities</p> <ul style="list-style-type: none"> Complete the Motivation Concepts and Employee Incentives interactive lesson Review the additional resources for Week 4 and course glossary terms <p>Assignments</p> <ul style="list-style-type: none"> Complete your initial discussion prompt and participate in the weekly discussion Complete and submit your Week 4 Assignment: Motivating Employees
5	Group Behavior and Work Teams	<ol style="list-style-type: none"> Distinguish between the different types of groups and the ways differences in status and size affect performance. Explain how norms can influence an individual's behavior. Discuss why teams are popular and how organizations can create team players. Contrast downward, upward, and lateral communication through small-group networks and the grapevine. Differentiate styles of persuasion. Identify common barriers to effective communication. 	<p>Reading</p> <ul style="list-style-type: none"> Chapter 9: Foundations of Group Behavior Chapter 10: Understanding Work Teams Chapter 11: Communication <p>Activities</p> <ul style="list-style-type: none"> Complete the Group Behavior and Work Teams interactive lesson Review the additional resources for Week 5 and course glossary terms <p>Assignments</p> <ul style="list-style-type: none"> Complete your initial discussion prompt and participate in the weekly discussion Complete and submit your Week 5 Assignment: Good Group, Bad Group
6	Leadership Theories, Power, and Conflict	<ol style="list-style-type: none"> Describe the contemporary theories of leadership and their relationship to foundational theories. Describe how leaders can have a positive influence on their organizations through building trust and mentoring. Contrast leadership and power. Describe how politics work in organizations. Describe the three types of conflict and the three loci of conflicts. Outline the conflict process. 	<p>Reading</p> <ul style="list-style-type: none"> Chapter 12: Leadership Chapter 13: Power and Politics Chapter 14: Conflict and Negotiation <p>Activities</p> <ul style="list-style-type: none"> Complete the Leadership Theories, Power, and Conflict interactive lesson Review the additional resources for Week 6 and course glossary terms <p>Assignments</p> <ul style="list-style-type: none"> Complete your initial discussion prompt and participate in the weekly discussion Complete and submit your Week 6 Assignment: Infographic - Conflict Resolution

Week	Topic	Objectives	Activities & Assignments
7	Organizational Structure and Culture	<ol style="list-style-type: none"> 1. Identify seven elements of an organization's structure. 2. Describe the effects of downsizing on organizational structures and employees. 3. Compare the functional and dysfunctional effects of organizational culture on employees and the organization. 4. Show how national culture can affect the way organizational culture is transported to another country. 	<p>Reading</p> <ul style="list-style-type: none"> • Chapter 15: Foundations of Organizational Structure • Chapter 16: Organizational Culture <p>Activities</p> <ul style="list-style-type: none"> • Complete the Organizational Structure and Culture interactive lesson • Review the additional resources for Week 7 and course glossary terms <p>Assignments</p> <ul style="list-style-type: none"> • Complete your initial discussion prompt and participate in the weekly discussion • Complete and submit your Week 7 Signature Assignment: Organizational Culture
8	Human Resources, Organizational Change, and Stress Management	<ol style="list-style-type: none"> 1. Describe the leadership role of human resources (HR) in organizations. 2. Contrast the forces for change and planned change. 3. Identify the physiological, psychological, and behavioral symptoms of stress at work. 4. Describe individual and organizational approaches to managing stress at work. 	<p>Reading</p> <ul style="list-style-type: none"> • Chapter 17: Human Resources Policies and Practices • Chapter 18: Organizational Change and Stress Management <p>Activities</p> <ul style="list-style-type: none"> • Complete the Human Resources, Organizational Change, and Stress Management interactive lesson • Review the additional resources for Week 8 and course glossary terms <p>Assignments</p> <ul style="list-style-type: none"> • Complete your initial discussion prompt and participate in the weekly discussion • Complete and submit your Week 8 Assignment: Video Reflection

Institutional Policies

University Mission

At West Coast University, we embrace a student-centric learning partnership that leads to professional success. We deliver transformational education within a culture of integrity and personal accountability. We design market-responsive programs through collaboration between faculty and industry professionals. We continuously pursue more effective and innovative ways through which students develop the competencies and confidence required in a complex and changing world.

Institutional Learning Outcomes

Institutional learning outcomes are designed by the University as a whole, taking into account the role that both instruction and student services play in contributing to a student's success. Institutional learning outcomes assume achievement of the stated programmatic learning outcomes of one's discipline. Upon graduating from a degree program offered by West Coast University, students will be able to:

1. Implement intellectual and practical problem-solving skills through information assessment and critical thinking.
2. Demonstrate effective written communication skills.
3. Demonstrate effective oral communication skills.
4. Demonstrate computer proficiency and information literacy.
5. Describe ethical standards and legal guidelines associated with one's chosen career field.

6. Explain why knowledge of and respect for the societal contributions of diverse cultures and perspectives is an important quality in one's discipline.
7. Articulate the importance of working collaboratively with other healthcare providers in support of the client/patient.

Academic Integrity and Dishonesty

Students should review the Academic Dishonesty Policy in the [University Student Handbook](http://westcoastuniversity.edu/student-affairs/student-services.html). (http://westcoastuniversity.edu/student-affairs/student-services.html) Students are expected to approach their academic endeavors with the highest academic integrity. They must cite sources and submit original work. Academic honesty is central to the institution/student partnership toward student success. Students are accountable for adhering to the Academic Integrity and Academic Dishonesty policies in the [University Student Handbook](http://westcoastuniversity.edu/student-affairs/student-services.html). (http://westcoastuniversity.edu/student-affairs/student-services.html)

Attendance Policy

West Coast University has a clear requirement for students to attend courses. Students should review the Attendance Policy in the [University Catalog](http://westcoastuniversity.edu/admissions/catalog.html). (http://westcoastuniversity.edu/admissions/catalog.html)

Reasonable Accommodations

West Coast University strives to provide reasonable accommodations to students who have a defined need and who follow the appropriate steps toward seeking the accommodation. The Reasonable Accommodations Policy is found in the [University Catalog](http://westcoastuniversity.edu/admissions/catalog.html) (http://westcoastuniversity.edu/admissions/catalog.html) and the [Student Handbook](http://westcoastuniversity.edu/student-affairs/student-services.html). (http://westcoastuniversity.edu/student-affairs/student-services.html)

Classroom Policies

Students are expected to dress professionally during class time as required by the Code of Conduct in the Catalog and any rules in your programmatic handbook. No children are allowed in classes or to be unattended on campus. Use of cell phones, smart phones, or any other electronic devices in the classroom during class time is strictly prohibited. Unauthorized use may lead to faculty member confiscation of the device for the remainder of the class. Behavior that persistently or grossly interferes with classroom activities is considered disruptive behavior and may be subject to disciplinary action. A student responsible for disruptive behavior may be required to leave the class.

Grade Rounding

At West Coast University, scores are not rounded to the whole number until the end of the term. All student assignments, quizzes, and examinations will be rounded to the first decimal point. At the end of the terms, final course grades will be rounded to the nearest whole point. For programs that use the exam average to determine whether other course assignments are included in the final scoring (e.g., Nursing), the end-of-term exam average may be rounded (using the above rules) to make that determination.

WCU Quiz, Test, and Exam Policies

Quiz, test, and exam policies vary by course objectives and programmatic expectations. Some quizzes, tests, and exams utilize a timed approach, password verification, authentication process, proctoring protocols, and academic integrity software. Students must follow the policies as outlined in the syllabus and in accordance with the university, program, and any third-party company (i.e., ATI®) policies. Refer to the Code of Conduct and Academic Honor Code found in the University Student Handbook. Reference the Late and Make-Up Work policy for specifics regarding missed quizzes, tests, and exams.

Late and Make-Up Work Policy

All students are expected to submit evidence of learning as established by the academic program, which is outlined in the course syllabus. Students are required to meet the course objectives by submitting coursework no later than the assigned due date. In order to demonstrate achievement of the course learning outcomes, students may be allowed to submit late work. Specifics regarding late work are listed in the program and/or course section of the course syllabus. If a student submits late coursework, the instructor, at her or his discretion, may deny acceptance of the assignment or award partial to full credit in alignment with the program policies. Technological issues are not an excuse for late submissions unless the problem stems from university equipment, Blackboard outages, or third-party content providers.

Missed Quizzes, Tests, and Exams

All quizzes, tests, and exams must be completed by the date they are assigned. If a quiz, test, or exam is missed due to a documented emergency situation (e.g., death in the immediate family), it is the student's responsibility to contact the faculty member within 48 hours of the original due date and follow the program policies for missed work. Students who do not make up the quiz, test, or assessment as scheduled or who do not contact the instructor within 48 hours will receive a zero score for that assessment.

Final Week of Term/Semester/Trimester

Quizzes, tests, and exams must be completed and assignments must be submitted no later than the last scheduled day of class during the final week of the term/semester/trimester. In the final week, some courses will have an alternative class meeting day, time, and room, or submission deadline. Specifics regarding the final week are listed in the course syllabus. Refer to the University Attendance Policy for maximum absences and other details.

Technology

West Coast University utilizes the Blackboard Learning Management System. Technical support for Blackboard is offered 24 hours per day, 7 days per week. There are minimum system requirements to access not only Blackboard but also any resources that may be posted in Blackboard or utilized in a course. Please refer to the [University Student Handbook](http://westcoastuniversity.edu/student-affairs/student-services.html). (<http://westcoastuniversity.edu/student-affairs/student-services.html>) for minimum technical requirements. For tech support options, please click on the Support tab located at the top of your Blackboard home page. Blackboard can be accessed here: [www.learn.westcoastuniversity.edu](https://learn.westcoastuniversity.edu) (<https://learn.westcoastuniversity.edu>).

Library Information

You can access the library through the Library tab at the top of your Blackboard home page or here:

<https://westcoastuniversity.edu/academics/library-resources.html> (<https://westcoastuniversity.edu/academics/library-resources.html>)

Course Related Policies

West Coast University has specific course related policies for overload, auditing, repeats, courses passed but not successfully completed, add/drop and withdrawal. Please see the [University Catalog](http://westcoastuniversity.edu/admissions/catalog.html). (<http://westcoastuniversity.edu/admissions/catalog.html>) for course related policies.