

PELLISSIPPI STATE COMMUNITY COLLEGE
MASTER SYLLABUS

ORGANIZATION BEHAVIOR
BUSN 2350

Class Hours: 3.0

Credit Hours: 3.0

Laboratory Hours: 0.0

Revised: Fall 2014

Catalog Course Description:

This course examines the importance of understanding human relations in the workplace and developing the skills necessary to foster more effective communication and motivation.

Entry Level Standards:

Students must be able to read and write at the college level.

Prerequisites:

BUSN 2330

Corequisites:

None

Textbook(s) and Other Course Materials:

1. *Getting to Yes 3rd Ed.*, by Roger Fisher and William Ury. ISBN: 978-0-14-311875-6
2. *Fierce Conversations*, by Susan Scott. ISBN: 13: 978-0425193372

I. Week/Unit/Topic Basis:

Week	Topic
1-6	Students will be reading <i>Getting to Yes</i> and focusing on negotiating skills to reach mutually satisfying agreements.
7-13	Students will be reading <i>Fierce Conversations</i> and focusing on mastering powerful change through effective communication skills and tools to transform everyday conversations.
	Review
15	Final Exam Period

II. Course Goals*:

The course will

- A. Guide students in gaining an understanding of conflict and its causes. III, VI, VII
- B. Introduce students to conflict resolution strategies. III, IV, V
- C. Expand student understanding of creative problem solving. I, II, III, IV
- D. Enhance student abilities in developing and maintaining strong relationships through effective communication skills. IV, V
- E. Expand student understanding of a manager's role in resolving conflicts through coaching and leading. I, III, IV,
- F. Enhance student proficiency in resolving conflict through practice. I, II, III, IV, V, VI

*Roman numerals after course objectives reference goals of the Business Administration program.

III. Expected Student Learning Outcomes*:

Students will be able to:

1. Interpret and summarize major concepts of conflict management. (A,B)
2. Identify a variety of different conflicts structures. (B,D,F)
3. Identify a conflict in its systemic environment. (D, E, F)
4. Describe the role of conflict escalation in social change. (A)
5. Evaluate different approaches for conflict resolution. (B-F)
6. Practice conflict intervention and resolution techniques. (C-F)
7. Describe the root causes of conflict. (A)
8. Demonstrate improved skills in handling difficult people. (B, D, E, F)
9. Explain types of conflict. (A)
10. Explain when and how to confront. (B, E)
11. Contribute to a group presentation on conflict resolution. (D)
12. Identify techniques to build sustaining relationships and trust in organizations. (E)
13. Apply effective communication skills in negotiation and mediation situations. (D)
14. Employ effective decision making techniques during and following crisis situations. (B, C,E, F)
15. Study conflict situations and identify appropriate methods to mitigate conflict. (B,C,E,F)

* Capital letters after Expected Student Learning Outcomes reference the course goals listed above.

IV. Evaluation:

- A. Testing Procedures:

60% of grade with a minimum of three major exams is recommended.

B. Laboratory Expectations:

N/A

C. Field Work:

N/A

D. Other Evaluation Methods:

40% of grade.

Class participation, group work, and homework will also comprise the final grade for the course. Each instructor must provide full details the first week of class via syllabus supplement.

E. Grading Scale:

92 - 100	A
89 - 91	B+
82 - 88	B
79 - 81	C+
72 - 78	C
65 - 71	D
Below 65	F

V. Policies:

A. Attendance Policy:

Pellissippi State expects students to attend all scheduled instructional activities. As a minimum, students in all courses (excluding distance learning courses) must be present for at least 75 percent of their scheduled class and laboratory meetings in order to receive credit for the course. Individual departments/programs/disciplines, with the approval of the vice president of Academic Affairs, may have requirements that are more stringent. In very specific circumstances, an appeal of the policy may be addressed to the head of the department in which the course was taken. If further action is warranted, the appeal may be addressed to the vice president of Academic Affairs.

B. Academic Dishonesty:

Academic misconduct committed either directly or indirectly by an individual or group is subject to disciplinary action. Prohibited activities include but are not limited to the following practices:

- Cheating, including but not limited to unauthorized assistance from material, people, or devices when taking a test, quiz, or examination; writing papers or reports; solving problems; or completing academic assignments.
- Plagiarism, including but not limited to paraphrasing, summarizing, or directly quoting published or unpublished work of another person, including online or computerized services, without proper documentation of the original source.
- Purchasing or otherwise obtaining prewritten essays, research papers, or materials prepared by another person or agency that sells term papers or other academic materials to be presented as one's own work.
- Taking an exam for another student.
- Providing others with information and/or answers regarding exams, quizzes,

homework or other classroom assignments unless explicitly authorized by the instructor.

- Any of the above occurring within the Web or distance learning environment.

Please see the Pellissippi State Policies and Procedures Manual, Policy 04:02:00 Academic/Classroom Conduct and Disciplinary Sanctions for the complete policy.

C. Accommodations for disabilities:

Students that need accommodations because of a disability, have emergency medical information to share, or need special arrangements in case the building must be evacuated should inform the instructor immediately, privately after class or in her or his office. Students must present a current accommodation plan from a staff member in Disability Services (DS) in order to receive accommodations in this course. Disability Services may be contacted by sending email to disabilityservices@pstcc.edu, or by visiting Alexander 130. More information is available at <http://www.pstcc.edu/sswd/>.

D. Other Policies:

Computer Usage Guidelines:

College-owned or -operated computing resources are provided for use students of Pellissippi State Community College. All students are responsible for the use of Pellissippi State's computing resources in an effective, efficient, ethical and lawful manner.