

**PELLISSIPPI STATE COMMUNITY COLLEGE
MASTER SYLLABUS**

**ORGANIZATION BEHAVIOR
BUSN 2350**

Class Hours: 3.0
Laboratory Hours: 0

Credit Hours: 3.0
Revised: Fall 2016

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.

Prerequisites: BUSN 2330

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

Week/Unit/Topic Basis:

Week 1-2: Communication and Conflict overview

Week 3-6: Students will be reading *Getting to Yes* and focusing on negotiating skills to reach mutually satisfying agreements.

Week 7-13: Students will be reading *Fierce Conversations* and focusing on mastering powerful change through effective communication skills and tools to transform everyday conversations.

Course Goals*:

The course will:

- A. Guide students in gaining an understanding of communication and 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. Discuss the importance of understanding cultural, gender, age and diversity related issues when handling conflict. III, IV, V
- E. Expand student understanding of a manager's role in resolving conflicts through coaching, leading and practice. I, II, III, IV, V, VI

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

Expected Student Learning Outcomes*:

Students will:

- 1) Explain the importance of interpersonal skills to manage effectively when dealing with change and/or conflict within the workplace. (A)
- 2) Describe the impact in the workplace of globalization, cultural differences, workforce diversity, and ethics and discuss the role of leadership in achieving effective organizational performance. (D)

- 3) Differentiate between group and individual behaviors and analyze various group dynamics and how they may have an impact on the organization. (B)
- 4) Interpret and summarize major concepts of conflict management. (A,B)
- 5) Identify a variety of different conflicts structures. (B,D,E)
- 6) Evaluate and practice different approaches for conflict intervention and resolution. (B-E)
- 7) Describe the root causes of conflict and the types. (A)
- 8) Identify techniques to build sustaining relationships and trust in organizations. (E)
- 9) Apply effective communication skills in negotiation and mediation situations. (D)
- 10) Study conflict situations and identify appropriate methods to mitigate conflict. (B,C,E,)

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

Evaluation:

- A. Testing Procedures: 60% of grade
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

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/>.