### COMPETENCES AND SKILLS THAT WILL BE ACQUIRED AND LEARNING RESULTS.

To study human behavior within organizations and to analyze this behavior on three different levels: the individual, the group and the organization.

- Define organizational behavior and describe the contents of the study of organizational behavior.
- Describe the communication process and its components.
- Explain the concepts of power and organizational politics.
- Outline the conflict process.
- Define the common characteristics making up organizational culture.
- Summarize the organizational change process.

### DESCRIPTION OF CONTENTS: PROGRAMME

1. Foundations of organizational behavior.
2. Values, attitudes and personality.
3. Emotions and Attitudes
4. Perception and decision-making.
5. Basic concepts of motivation and their applications.
6. Group dynamics and teamwork.
7. Leadership.
8. Communication.
10. Change and Organizational culture.
10. Organizational change and development.

### LEARNING ACTIVITIES AND METHODOLOGY

With this topic we will learn to:

- Describe the impact of individual characteristics on organizational behavior.
- Define perception and describe the main elements in the perceptual process.
- Compare and contrast different decision-making models.
- Define motivation and describe the motivation process.
- Identify the key factors that explain group behavior.
- Summarize the conclusions of the main theories of leadership.

### ASSESSMENT SYSTEM

The course grade will be determined by:
- A final exam (50% of the final grade). Minimum grade is 4 points.
- A company's group project including in-class presentation (30%)
- Mid term exam (10%)
- Resolution of weekly practical cases in small groups (10%)

| % end-of-term-examination: | 50 |
| % of continuous assessment (assignments, laboratory, practicals...): | 50 |

### BASIC BIBLIOGRAPHY

- ROBBINS, S.P. and JUDGE, T.A. Introducción al comportamiento organizativo, Pearson, 2010
ADDITIONAL BIBLIOGRAPHY

