

Academic Year: (2019 / 2020)

Review date: 24-09-2019

Department assigned to the subject:

Coordinating teacher: MELERO MARTIN, EDUARDO

Type: Compulsory ECTS Credits : 3.0

Year : 1 Semester : 1

REQUIREMENTS (SUBJECTS THAT ARE ASSUMED TO BE KNOWN)

No requirement

OBJECTIVES

KNOWLEDGE:

1. Define organizational behavior and describe the contents of organizational behavior considered as a field of study.
2. Learn the impact of individual features, such as biographic characteristics or personality, on organizational behavior.
3. Learn the basic elements of the perception process and how to anticipate them in communication and decision-making.
4. Describe the process of motivation and its applications to different real-life situations
5. Identify the key factors that explain group behavior.
6. Summarize the conclusions from the different theories of leadership.
7. Be able to analyze the communication process and its components in order to apply them to real-life situations.
8. Analyze the process of conflict and identify its causes.
9. Analyze the elements of organizational culture their influence on organization ethics.

SKILLS:

10. Develop the ability to work autonomously under pressure in the solving of real cases.
11. Develop teamwork skills and learn to use techniques that optimize group decision-making.
12. Develop the ability to lead and motivate others.

ATTITUDES

13. Build a solid ethical background for decision making and conflict management.
14. Learn how to increase employee commitment in organizations.
15. Develop an entrepreneurial attitude with respect to organizational change.

DESCRIPTION OF CONTENTS: PROGRAMME

- Class 1: Basic concepts of Organizational Behavior
- Class 2: Individual behavior in organizations
- Class 3: Perception processes
- Class 4: Decision making
- Class 5: Values, attitudes and ethics
- Class 6: Motivation in organizations
- Class 7: Group dynamics and teamwork
- Class 8: Leadership: traits and styles
- Class 9: Communication
- Class 10: OB across cultures.
- Class 10: Time management and meetings

LEARNING ACTIVITIES AND METHODOLOGY

Readings:

- Bonne-Bell Factory
- The Case for Self-Esteem
- Intuition and Quick Decisions
- Mr. Edens Ethics

Cognitive Dissonance at Phillip Morris
A Fine is a Price
NYC Cab Drivers
"The Hovey and Beard Company"

Cases:

The Hawthorne Studies
People Management in the Hotel Industry
The Personality of Carlos Ghosn: The \$10 Billion Man
Trilogy University: No Ordinary Bootcamp
Harrah's Entertainment, Inc: Rewarding Our Own People

ASSESSMENT SYSTEM

50% Final Exam

50% Continuous evaluation, including:

Mandatory Cases presented by teams and discussed in the classroom.
Short Cases and Readings discussed in the classroom
Group dynamics developed in the classroom.
Student's participation during the classes.

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

BASIC BIBLIOGRAPHY

- Robbins, S. P. and T. Judge Organizational Behavior, Prentice-Hall, 2016 (17th Edition)

ADDITIONAL BIBLIOGRAPHY

- Bernard Mayer The Dynamics of Conflicts Resolution, Wiley, 2010
- Declan Treacy Successful Time Management, Hodder & Stoughton Ltd, 1998 (2nd Edition)
- Fisher, R. & Ury, W. Getting to Yes: Negotiating Agreement without Giving in, Penguin Books, 1991
- Reitz, J.G., Breton, R., Dion, K.K., Dion, K.L. Multiculturalism and Social Cohesion, Springer, 2009