

Organizational Behavior

Course Length: 1 Day

Prerequisites: None

Description: Students will learn how to identify the ways in which power and politics are used in an organization, and the impact of leadership on organizational behavior. They will learn about organizational behavior and how individual, group and, organizational structures affect organizational behavior.

Performance-Based Objectives: In this course, students will:

- ◆ Identify the fundamentals of organizational behavior, the types of communication and power in an organization, and examine how they affect organizational behavior.
- ◆ Identify the individual characteristics that affect organizational behavior, and the factors that drive individual behavior.
- ◆ Identify the ways in which power and politics are used in an organization, and the impact of leadership on organizational behavior.
- ◆ Identify the elements and types of organizational structure and their effect on organizational behavior, individuals, and groups.

Course Content

Unit 1: Understanding Organizational Behavior

Students learn to identify the **fundamentals of organizational behavior**. **Dependent** and **independent variables** are identified. Students learn about the **communication process** and the **barriers to effective communication** in an organization. They learn that **power** could be **used to influence** the **organizational behavior** of employees. Students also learn about the **types of power**.

Topic A: Organizational behavior fundamentals

Topic B: Communication and power

Unit 2: Organizational Dynamics for Individuals

Students learn about the **individual characteristics** that effect organizational behavior and how to evaluate **values, attitudes, and job satisfaction**. They learn about the factors that drive individual behavior, such as **individual perception, decision making, and motivation**. They learn about the **decision making process** and about **motivation theories**.

Topic A: Individual characteristics

Topic B: Factors driving individual behavior

Unit 3: Group and Team Dynamics

The different **types of groups** are discussed. Students learn about the **roles** played by **group members**. They learn about the factors that influence **group performance** and the **external conditions imposed on groups**. They learn about the **process of creating teams** and how to **manage teams** effectively by supervising and by offering advice when necessary.

Topic A: Organizational dynamics for groups

Topic B: Organizational dynamics for teams

If you have any questions about this course, please call CompuTrain at (713) 349-9186.

Unit 4: Organizational Processes

Students learn about different **communication styles**, **communication channels**, and **communication flow**. They learn about the categories of decision making and the decision-making process. Factors that influence group decision making are identified and discussed. Students also learn about **conflict management**, styles of conflict management, and the process of resolving group conflict.

Topic A: Communication styles and channels

Topic B: Decision making

Topic C: Conflict management

Unit 5: Power, Politics, and Leadership

In this unit, the **types of power** manifested in the workplace, the **influence of power** on organizations, and how people **acquire** and **use power** are discussed. Students learn about **organizational politics**, the **impact of leadership on organizations**, and the **difference** between **leadership** and **management**. They learn about the **traits** and **behaviors** of **leaders** and about **contingency theories**. Students learn about the **process of interaction between leaders and followers**. Finally, the **rules** that need to be followed when **conducting a brainstorming session** and **solving team problems** are identified and discussed.

Topic A: Power and politics in organizations

Topic B: Leadership in organizations

Unit 6: Organizational Structure

In this unit, students learn about the **elements of an organizational structure**. They learn about the types of organizational structures and the factors affecting the structure of organizations. Then, students learn about the effects of organizational structure on individuals and groups and about how organizational structure affects group behavior. Finally, students learn about the **barriers that structures pose** and the effects of technology on work culture.

Topic A: Elements of structure

Topic B: Types of structures

Topic C: Effects of structures

Unit 7: Job and Workspace Design

Students learn how to identify the elements of the **job characteristics model** that affect **job design**. The process of **job analysis** is discussed. Students also learn about **job rotation**, **job enlargement**, and **job enrichment**, which are ways to **redesign jobs**. Next, students learn about **workspace design** to improve productivity. Finally, they learn that **leadership positions** can be used to evoke action.

Topic A: Job design

Topic B: Workspace design

Unit 8: Organizational Culture

Students learn about the **impact of organizational culture** and the techniques used to build a positive organizational culture. They learn how important it is to **maintain the existing organizational culture**. They learn about the effects of diversity and about the guidelines to manage diverse individuals.

Topic A: Positive culture

Topic B: Managing diversity

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