
**MOS 2181A: Organizational Behaviour
Course Outline: Section 650, Spring/Summer 2016**

1. Course Information

Class Location and Time

Room:	Weekly, Online
Instructor:	Jody Merritt, DBA, CHRL, CTD
Office:	SSC 4434
Office Hours:	Virtual office hours using Skype – held Mondays 7-8 p.m.
Skype Name:	To be posted on OWL first week.
Phone:	519-661-2051
Email:	jmerrit9@uwo.ca
Website Address:	http://owl.uwo.ca/portal

In terms of contacting me, I encourage you to Skype me during my virtual office hours on your phone or laptop on Mondays 7-8pm. I will be holding on campus office hours periodically throughout the semester. (It is best to make an appointment by emailing me first since I am not on campus often.) Of course, there is email on OWL as well that I check often. Many students find it easier to talk/meet their Professor face-to-face when learning online so that they can establish a greater sense of connection with the course material and the learning environment. It can be particularly helpful to meet the Professor early in the course if you are engaging in your first online learning experience.

*Regards,
Jody*

DAN Management and Organizational Studies strives at all times to provide accessibility to all faculty, staff, students and visitors in a way that respects the dignity and independence of people with disabilities. Please contact the course instructor if you require material in an alternate format or if you require any other arrangements to make this course more accessible to you. You may also wish to contact Services for Students with Disabilities (SSD) at 519-661-2111 Ext. 82147 for any specific question regarding an accommodation. More information about "Accessibility at Western" is available at: <http://accessibility.uwo.ca>

2. Calendar Description

The purpose of this course is to study human behaviour in organizations from the individual, group and organizational levels of explanation.

3 lecture hours, 0.5 course

Antirequisite(s): MOS 2180

Prerequisite(s): Enrolment in BMOS or Music Administrative Studies (MAS)

Senate Regulations state, “unless you have either the requisites for this course or written special permission from your Dean to enroll in it, you will be removed from this course and it will be deleted from your record. This decision may not be appealed. You will receive no adjustment to your fees in the event that you are dropped from a course for failing to have the necessary prerequisites.”

3. Textbook

Colquitt, J. A., Lepine, J. A., Wesson, M. J., & Gellatly, I. R. (2016). *Organizational Behaviour: Improving Performance and Commitment in the Workplace*. Toronto: McGraw-Hill. ISBN: 9781259454448.

NOTE: You may purchase the hard copy book or the stand-alone e-book version for this course. Be sure that you have access to the online CONNECT site (used books typically don't allow for this).

CONNECT – Publisher Website:

You will be expected to use LEARNSMART on the McGraw Hill publisher CONNECT site. This will be made available to you when you purchase your textbook at the bookstore . . . a password will be given to you. NOTE: If you are purchasing a used textbook, ensure that the CONNECT password was not activated by the previous student user; otherwise, you will not be able to get into the site, so be aware.

4. Course Objectives and Format

Course Objectives

This course introduces multidisciplinary approaches to human behaviour in organizational settings. Attention will be paid to public and private sector organizations as well as those that operate within a profit and not-for-profit environment. A variety of contemporary issues will be examined from the perspective of the manager as well as those of the worker, the client and the citizen.

Accordingly, the major objectives of Management and Organizational Studies 2181 are:

- To provide an overview of the influential theoretical perspectives and research findings in the field of organizational behaviour
- To offer a set of conceptual frameworks, methodological approaches, and analytical skills which are useful in increasing our understanding of human behaviour in organizations
- To provide opportunities to practice the use of these conceptual frameworks through their application to organizational problems
- To challenge the student to think analytically and creatively about significant issues facing organizational stakeholders now and in the future

Course Outcomes

Upon completion of this course, the student will be able to:

- Identify, explain and predict individual behaviour within various workplace situations; recognize and correct workplace situations that are experiencing inadequate levels of employee performance (i.e., those behaviours that can prevent the achievement of organizational goals).
- Recall and apply appropriate evidence-based OB principles that accurately explain and assist in correcting dysfunctional workplace behaviour.
- Memorize and restate, with a high degree of accuracy, specific OB research findings as they apply to the contemporary workplace.
- Compare and contrast between North American cultural values, principles, and theories from those that exist in global markets.

- Describe legal, ethical and socially responsible management practices as they relate to the workplace.
- Evaluate and develop recommendations based on evidence for the type of assistance required from the HR Department to effectively recruit, select and orientate new employees so as to have a 'better fit'; thus contributing to a more productive workforce.
- Investigate and prescribe which of the motivational theories would be most effective in enhancing employee productivity given certain workplace situations.
- Differentiate between the various leadership models; explain the correlation between a leader's vision/philosophy/values and how such become formalized via organizational design, structure, culture.
- Describe the possible distortions of individual behaviour that can occur as a result of working in a strong group environment; especially as it relates to the socialization process.
- Understand the internal and external pressures forcing change within organizations; articulate the metamorphosis towards more globalized organizations and the increased need for stronger people-oriented management.

Course Format

There are several sections of MOS2181 being taught this semester; although all follow a common curriculum, each operates under a unique format. You must attend the section in which you are registered. **The various sections taught by various teachers use diverse methodology/delivery techniques and are NOT interchangeable.**

5. Evaluation

Course Component	% of Course Grade	Date(s)
<p style="text-align: center;"><u>Exam #1</u></p> <ul style="list-style-type: none"> • Covers all material from Part #1 of the course • 2 hours in length • Multiple choice and short answer questions 	40%	<ul style="list-style-type: none"> • Saturday, June 25 • 9 am - 11 am • Location to be announced
<p style="text-align: center;"><u>Exam #2</u></p> <ul style="list-style-type: none"> • Covers all material from Part #2 of the course • 2 hours in length • Multiple choice and short answer questions 	40%	<ul style="list-style-type: none"> • Friday, August 5, 2016 • 9 a.m. – 11 a.m. • Location to be announced
<p style="text-align: center;"><u>LEARNSMART Modules</u></p> <ul style="list-style-type: none"> • There will be a total of 10 online modules to complete (2% each) 	20%	<ul style="list-style-type: none"> • Follow posted schedule • Complete assignments for chps 4, 5, 7, 8, 9, 10, 11, 12, 14 and 15.

Exams

- Exam 1 and Exam 2 are multiple choice + short answer in format, 2 hours in length (each).
- Exams are non-cumulative. That is, Exam 1 will cover material in Part #1 of the course and Exam 2 will cover material in Part #2 of the course.
- Students are responsible for material covered in the lectures as well as the text.
- Exams will not be returned to students but may be reviewed in the instructor's office.
- Some of the exam questions will be specific to the section and instructor. As such, it is important to attend the section for which you have signed up.
- All exams will be closed book – no books, notes, calculators, electronic dictionaries, or aids of any type will be allowed. Please bring your student card to the exams.
- Dictionaries are NOT allowed into the examinations. Calculators are not allowed (and are not necessary).

- Exams will be scored using the program Scan Exam which examines the answer sheets for unusual coincidences in the pattern of answers given which may be indicative and used as supporting evidence of cheating.

In-Class Assignments

- The structure of the assignments will vary by section. Assignments may include (but are not limited to) quizzes, cases, online discussions, and short answer questions. Because the assignments vary based on section and instructor, it is important that you attend the section for which you signed up.
- Assignments are scheduled throughout the semester at the discretion of the instructor. See your Lecture Schedule for assignment dates for your section.

Additional Information

- Students are **REQUIRED TO COMPLETE ALL COMPONENTS** of this course. There are no exceptions to this.
- Extra assignments to improve grades will NOT be allowed.
- Grades will not be adjusted on the basis of need. It is important to monitor your performance in the course. Remember: You are responsible for your grades in this course.
- **STUDENTS MUST PASS THE FINAL EXAM IN ORDER TO PASS THE COURSE.**

LEARNSMART – Found on the CONNECT Site of McGraw Hill (password comes with textbook purchase)

- Once you have purchased your textbook – either a hard copy or the e-book, go to the following web address and click ‘register now’ button. You will need the password to gain access to the site . . . passwords are supplied by the publisher when you purchased your textbook from the bookstore. For hard copy books, the password came attached to your book. For e-books, the password was probably provided on your bookstore receipt – double check with the UWO bookstore that you purchased an e-book that needs a password. Your section web address is: <https://connect.mheducation.com/class/j-merritt-mos2181-650>.
- Once in CONNECT, register for our section and proceed to review LEARNSMART. Details and a tutorial regarding online CONNECT/LEARNSMART will be made available in OWL during week #2. The LEARNSMART site is rather intuitive, so you may find success on your own by opening the Library menu and then going through the various items listed.
- Understanding the opening page of CONNECT:
 - You’ll first see the front cover of the OB textbook (Colquitt, 3rd Cdn edition) - you may click on it to go directly to the e-book pages.
 - **Also, notice that on this opening page, there are 10 chapter assignments listed – the first chp 4 opens May 23rd @ 8am and closes May 29 @ 11:59 pm. You’ll be expected to complete this assignment online during the week it opens – mark it on your calendar and note all future assignment due dates.**
 - In the toolbox header, you’ll see the Library tab – click it to go to the list of resources available for your learning, including the link to LEARNSMART. If you ever want to go back to the opening/home page, just click the home icon in the upper left side of the toolbox header.
 - Also in the toolbox header is the Performance tab – click it to keep track of your ongoing performance within the adaptive learning assignments.
 - In the lower corner of the opening page, there is a link-out to recorded videos, note that there are no recorded lectures posted for this course – so you may disregard that part of the opening page.

We will be following the schedule below – there are a total of 10 LEARNSMART chapter modules that will have to be completed:

Week/ Chapter	Date Module Opens	Date Module Closes	Weight Factor
Week 3 Chp 4	May 23 @ 8 am	May 29 @ 11:59 pm	2%
Week 4 Chp 5	May 30 @ 8 am	June 5 @ 11:59 pm	2%
Week 5 Chp 7	June 6 @ 8 am	June 12 @ 11:59 pm	2%
Week 6 Chp 8	June 13 @ 8 am	June 19 @ 11:59 pm	2%
Week 8 Chp 9	June 27 @ 8 am	July 3 @ 11:59 pm	2%
Week 9 Chp 10	July 4 @ 8 am	July 10 @ 11:59 pm	2%
Week 10 Chp 11	July 11 @ 8 am	July 17 @ 11:59 pm	2%
Week 11 Chp 12	July 18 @ 8 am	July 24 @ 11:59 pm	2%
Week 11 Chp 14	July 25 @ 8 am	July 31 @ 11:59 pm	2%
Week 11 Chp 15	July 25 @ 8 am	July 31 @ 11:59 pm	2%

NOTE: A tutorial video presentation will be produced and loaded onto OWL week #2 explaining the process of using the McGraw Hill Learnsmart product.

Reading and Examination Schedule

Exam 1 will be held on Saturday, June 25, 2016 @ 9-11am Room TBD and Exam 2 will take place on Friday, August 5th @ 9-11 a.m. during the April exam period to be scheduled and announced by the Registrar's Office.

UWO, Distance Studies should be informed if there are conflicts or concerns – 519-2111, ext. 84879. For example, if you are a student taking a distance studies course and you wish to change your exam centre for the April exam period, you will need to talk to Distance Studies located in WSSB Room 2140. If you have exam conflicts or need to reschedule any exam due to medical or religious reasons, then you are encouraged to check for any conflicts that may occur during scheduled exam times and report such conflicts to your instructor first; then have the conflicts/requests for reschedules confirmed by a Social Science counsellor (Social Science Academic Counselling Office, Room 3207, Social Science Centre, telephone 519 661-2011 or fax 519 661-3384). The counsellor will send an email of such to your professor allowing for a make-up exam to take place in the future. Without counsellor approval, no make-ups are allowed.

6. Lecture and Examination Schedule

MOS 2181B (650) Spring/Summer 2016 Lecture Schedule

Lesson Start Date	Topic(s)	Textbook Readings
PART #1		
Week 1 May 9-15	Introduction to Organizational Behaviour	Chapter 1
Week 2 May 16-22	Job Performance Organizational Commitment VIDEO: Watch "Using Metrics To Drive Business Goals" Go to Canadian HR Reporter video posted on YouTube: https://www.youtube.com/watch?v=ULzWkXL4m1s	Chapter 2 Chapter 3
Week 3 May 23-29	Personality, Cultural Values, & Ability LEARNSMART: Assignment Chp 4 (2%) VIDEO: Watch "Managing Religious Diversity" (CONNECT LIBRARY – See 'Student Resources' Course-Wide Content	Chapter 4
Week 4 May 30-June 5	Job Satisfaction LEARNSMART: Assignment Chp 5 (2%) Stress VIDEOS: Watch "Depressing Jobs" (CONNECT LIBRARY – See 'Student Resources' Course-Wide Content And Watch "Robots In The Workplace" Go to Canadian HR Reporter video posted on YouTube: https://www.youtube.com/watch?v=KwCAtd1J1D0	Chapter 5 Chapter 6
Week 5 June 6-12	Motivation LEARNSMART: Assignment Chp 7 (2%)	Chapter 7
Week 6 June 13-19	Trust, Justice, & Ethics LEARNSMART: Assignment Chp 8 (2%)	Chapter 8
Week 7 June 20-26	EXAM #1 (40%): Saturday, June 25, 2016, 9am-11am, Room TBD	All lecture material, textbook readings for Part 1 of Course
PART #2		
Week 8 June 27-July 3	Learning & Decision Making LEARNSMART: Assignment Chpt 9 (2%) VIDEO: Watch "Decision Making Overload" (CONNECT LIBRARY – See 'Student Resources' Course-Wide Content	Chapter 9
Week 9 July 4-10	Communication LEARNSMART: Assignment Chpt 10 (2%)	Chapter 10
Week 10 July 11-17	Team Characteristics & Processes LEARNSMART: Assignment Chpt 11 (2%)	Chapter 11
Week 11 July 18-24	Power, Influence, & Negotiation LEARNSMART: Assignment Chpt 12 (2%) Leadership Styles & Behaviours VIDEO: Watch "It's Not About Naming The Next CEO" Go to Canadian HR Reporter video posted on YouTube: https://www.youtube.com/watch?v=B0DenU78ggY	Chapter 12 Chapter 13
Week 11 July 25-31	Organizational Structure LEARNSMART: Assignment Chpt 14 (2%) Organizational Culture & Change LEARNSMART: Assignment Chpt 15 (2%) VIDEO: Watch "Organizational Culture at Zappos" (CONNECT LIBRARY – See 'Student Resources' Course-Wide Content	Chapter 14 Chapter 15
Week 12 August 1-7	EXAM #1 (40%): Friday, August 5, 2016, 9am-11am, Room TBD	All lecture material, textbook readings for Part 2 of Course

7. University Policy Regarding Illness

Illness

The University recognizes that a student's ability to meet his/her academic responsibilities may, on occasion, be impaired by medical illness. Illness may be acute (short term), or it may be chronic (long term), or chronic with acute episodes. The University further recognizes that medical situations are deeply personal and respects the need for privacy and confidentiality in these matters. However, in order to ensure fairness and consistency for all students, academic accommodation for work representing 10% or more of the student's overall grade in the course shall be granted only in those cases where there is documentation supplied (see below for process) indicating that the student was seriously affected by illness and could not reasonably be expected to meet his/her academic responsibilities.

Documentation shall be submitted, as soon as possible, to the appropriate Dean's office (the Office of the Dean of the student's Faculty of registration/home Faculty) together with a request for relief specifying the nature of the accommodation being requested. These documents will be retained in the student's file, and will be held in confidence in accordance with the University's Official Student Record Information Privacy Policy http://www.uwo.ca/univsec/pdf/academic_policies/general/privacy.pdf. Once the petition and supporting documents have been received and assessed, appropriate academic accommodation shall be determined by the Dean's Office in consultation with the student's instructor(s). Academic accommodation may include extension of deadlines, waiver of attendance requirements for classes/labs/tutorials, arranging Special Exams or Incompletes, re-weighting course requirements, or granting late withdrawals without academic penalty.

Academic accommodation shall be granted only where the documentation indicates that the onset, duration and severity of the illness are such that the student could not reasonably be expected to complete his/her academic responsibilities. (Note: it will not be sufficient to provide documentation indicating simply that the student was seen for a medical reason or was ill.)

A form to be completed by off-campus physicians is available at:
http://www.uwo.ca/univsec/pdf/academic_policies/appeals/medicalform.pdf

Whenever possible, students who require academic accommodation should provide notification and documentation in advance of due dates, examinations, etc. Students must follow up with their professors and their Academic Counselling office in a timely manner.

In the case of a final examination in the course, the student must arrange for a Special Examination or Incomplete through their Dean's office, for which you will be required to provide acceptable documentation.

If you feel that you have a medical or personal problem that is interfering with your work, you should contact your instructor and the Faculty Academic Counselling Office as soon as possible. Problems may then be documented and possible arrangements to assist you can be discussed at the time of occurrence rather than on a retroactive basis. In general, retroactive requests for grade revisions on medical or compassionate grounds will not be considered.

Make Up Examinations

The student must write a make-up exam if the regularly scheduled exam is missed for reasons for which adequate documentation is received by the instructor (this documentation must be supplied by the Academic Counseling office).

Attendance

It is expected that students will attend all classes. The professor does not provide access to lecture notes. Students are encouraged to obtain missed lecture notes from a fellow student.

8. University Policy on Cheating and Academic Misconduct

Cheating on exams will not be tolerated; students are referred to the university policy on scholastic offenses (see section 9.0 below). Looking at the test of another student, allowing another student to view your exam, or obtaining information about a test in advance are all examples of cheating. Students found cheating will receive a zero (0%) on that exam. A number of safeguards will be employed to discourage cheating. For example, examination supervisors (proctors) of the tests may ask students to move to another seat during the exam, cover their paper, avert their eyes from other students' papers, remove baseball caps, etc. This is not meant as a personal affront nor as an accusation of cheating, rather as vigilant attempts at proctoring. A copy of guidelines about how to avoid cheating can be obtained from the office of the Ombudsperson, Room 3135 WSSB, (519) 661-3573.

Students are responsible for understanding the nature of and avoiding the occurrence of plagiarism and other academic offenses. Students are urged to read the section on Scholastic Offenses in the Academic Calendar. Note that such offenses include plagiarism, cheating on an examination, submitting false or fraudulent assignments or credentials, impersonating a candidate, or submitting for credit in any course without the knowledge and approval of the instructor to whom it is submitted, any academic work for which credit has previously been obtained or is being sought in another course in the University or elsewhere. If you are in doubt about whether what you are doing is inappropriate, consult your instructor. A claim that "you didn't know it was wrong" will not be accepted as an excuse. The penalties for a student guilty of a scholastic offense include refusal of a passing grade in the assignment, refusal of a passing grade in the course, suspension from the University, and expulsion from the University.

9. Procedures For Appealing Academic Evaluations

In the first instance, all appeals of a grade must be made to the course instructor (informal consultation). If the student is not satisfied with the decision of the course instructor, a written appeal must be sent to the Assistant Program Director or Designate of the BMOS program. If the response of the Assistant Director is considered unsatisfactory to the student, he/she may then appeal to the Dean of the Faculty in which the course of program was taken. Only after receiving a final decision from the Dean, may a student appeal to the Senate Review Board Academic. A Guide to Appeals is available from the Ombudsperson's Office.

10. Student Responsibilities

Material covered in lectures will not always be the same as material covered in the textbook. These two sources should be viewed as complimentary and not redundant. As such, students who want to do well in this course are **strongly encouraged** to attend lectures on a regular basis. Please note that the instructor will not be providing copies of lectures notes or overheads. Therefore, if you miss a lecture, you should try to obtain this material from another student.

In this class, some students may be unaware that their private discussions are distracting to other people. If you feel that students are distracting your attention from the material, then you should ask them to be quiet. If you feel uncomfortable doing this (or the problem persists), then please see the instructor. In addition, please avoid engaging in private discussions with other students during the lectures. To avoid unnecessary distractions, please arrive to each class on time.

As stated in the Policy on Accommodation for Medical Illness, for any class work worth less than 10% of the total course grade, it is up to the instructor to determine if a makeup will be allowed contingent on medical documentation supplied by the student to the university. You are encouraged to review <http://www.uwo.ca/univsec/handbook/appeals/medicalform.pdf>. If you are not able to participate and contribute to an in-class assignment for medical or non-medical reasons, then proper documentation must be submitted by the student directly to the appropriate Faculty Dean's office and not to the instructor. It will be the Dean's office that will determine if accommodation is warranted. If the Dean's

office agrees to allow accommodation, then the instructor will make arrangements with the student directly to complete the work within a specified period of time.

Contribution to class discussion and group effort between other members of the class may place a significant role in some assignments; if this is the case, then it may not be possible to reissue or allow an individual makeup of an assignment. This speaks to the normative expectation in management education that class members will prepare for class, attend class, and contribute to class discussion and exercises. This is based on linkages between attendance and academic performance as well as your obligation to your peers to be well-informed and positively engaged.

11. Support Services

The Registrar's office can be accessed for Student Support Services at <http://www.registrar.uwo.ca> Student Support Services (***including the services provided by the USC listed here***) can be reached at: <http://westernusc.ca/services/>. Student Development Services can be reached at: <http://www.sdc.uwo.ca/>. Students who are in emotional/mental distress should refer to Mental Health@Western http://www.health.uwo.ca/mental_health/ for a complete list of options about how to obtain help.

12. Other Issues

Grade Policy

The DAN Program has a grade policy, which states that for courses in the 1000-2999 range, the class average must fall between 65% and 70% for all sections of a course taught by the same instructor. In very exceptional circumstances only, class averages outside this range may be approved by the Undergraduate Chair or Chair. Class averages are not grounds for appeal.

Short Absences

If you miss a class due to minor illness or other problems, check your course outlines for information regarding attendance requirements and make sure you are not missing a test or exam. Cover any readings and arrange to borrow the missed lectures notes from a classmate.

Extended Absences

If you are absent more than approximately two weeks or if you get too far behind to catch up, you should consider reducing your workload by dropping one or more courses. The Academic Counsellors can help you to consider the alternatives. At your request, they can also keep your instructors informed about your difficulties.

Academic Concerns

If you are in academic difficulty, it is strongly recommended that you see your academic counsellor.

Classroom Polling

For this course, students can provide their personal responses to a variety of polls during lectures using their laptop or mobile phone. The use of classroom polling in this course is for obtaining students' opinions about various course-related topics and is completely voluntary. That is, the polls will not be marked or scored and will not contribute toward the course grade. Information obtained through the polling will not be used for research purposes.

13. Other Information

- Bring student identification to exams.
- Nothing is to be on/at one's desk during an exam except a pencil, an eraser, and the individual's student card
- Do not wear baseball caps to exams
- Do not bring music players, cell phones, beepers, or other electronic devices to exams

For The University of Western Ontario Senate Regulations, please see the Handbook of Academic and Scholarship Policy at: http://www.uwo.ca/univsec/academic_policies/index.html