

**J. Sargeant Reynolds Community College**  
**Course Content Summary**

**Course Prefix and Number:** BUS 201

**Credits:** 3

**Course Title:** Organizational Behavior

**Course Description:** Presents a behaviorally oriented course combining the functions of management with the psychology of leading and managing people. Focuses on the effective use of human resources through understanding human motivation and behavior patterns, conflict management and resolution, group functioning and process, the psychology of decision-making, and the importance of recognizing and managing change. Lecture 3 hours per week.

**General Course Purpose:** This introductory course highlights the ability to manage individuals, groups, and organizational systems to accomplish tasks, objectives, and goals. BUS 201 introduces students to the key terms and basic concepts in organizational behavior (OB) and focuses on three levels of OB: the individual, the group, and the organizational system. We start the class by asking: What is Organizational Behavior? We then turn to the individual level issues of diversity in organizations, attitudes and job satisfaction, personality and values, and perception and individual decision-making. At the group level, we examine group behavior, work teams, communication and leadership, power and politics, and conflict and negotiation. Organizational culture, human resource policies, organizational change, and stress management are topics at the organizational system level.

Anyone needing to work for other people, work with other people, or supervise other people will benefit from taking this course. While the course focuses on understanding the human side of management in business organizations, the concepts learned in the course are applicable in other types of organizations, including non-profits, medical facilities, religious institutions, athletic teams, and political and social organizations.

**Course Prerequisites and Co-requisites:**

There are no prerequisites.

**Course Objectives:**

Upon completing the course, the student will be able to

- a. Explain OB terms, concepts, and themes;
- b. Describe how organizations and people within organizations operate;
- c. Apply OB concepts to real-world business problems faced by managers; and
- d. Demonstrate leadership and management potential.

**Major Topics to Be Included:**

- a. What is organizational behavior?
- b. The individual
  - Diversity in organizations
  - Attitudes and job satisfaction
  - Emotions and moods
  - Personality and values
  - Perception and individual decision making

- Motivation concepts
- Motivation: from concepts to applications
- c. The group
  - Foundations of group behavior
  - Understanding work teams
  - Communication
  - Leadership
  - Power and politics
  - Conflict and negotiation
  - Foundations of organizational structure
- d. The organization system
  - Organizational culture
  - Human resource policies and practices

**Effective Date of Course Content Summary:** July 7, 2014