



Sophia Learning

BUSI2015: Organizational Behavior (ACE recommends 3 credits)

COURSE DESCRIPTION

Organizational Behavior is the study of how organizations work as a whole and how individuals and groups work together. Sophia Learning's Organizational Behavior course is an essential class for learners pursuing careers in business, organizational management, or leadership in any industry. At the beginning of this class, students learn the structures of organizations to understand the relationships among different levels and units within the organization and how the organization functions in its external environment; they will also learn why organizations change over time and how to manage this change effectively. Learners will then use established theories of psychology and sociology to understand a range of personal and group behaviors in the context of management: how to recruit and train employees with diverse skills and from diverse backgrounds; how to motivate workers and train them for personal and professional advancement; how to manage unwanted behaviors, conflict, and office politics; and how to find a path to leadership and then lead effectively.

COURSE EFFECTIVE DATES: August 2024 - Present

PREREQUISITES: Prior coursework in Psychology, Sociology, and Business is recommended.

LENGTH OF COURSE: This is a self-paced course. Students may use as much or as little time as needed to complete the course.

ACE LEARNING EVALUATIONS RECOMMENDATION: In the upper-division baccalaureate category, 3 semester hours in Organizational Behavior (ACE ID: SOPH-0083).

GRADING: This is a pass/fail course. Students must complete 16 Challenges (formative assessments), 4 Milestones (summative assessments), and 3 Touchstones (project-based or written assessments) with an overall score of 70% or better.

Challenges	Points Possible
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Challenge 1.1 Management and Organizational Behavior	5
Challenge 1.2 Organizational Environments and Corporate Culture	4
Challenge 1.3 Organizational Structure and Change	6
Challenge 1.4 Diversity and the Workforce	4
Challenge 2.1 Individual and Cultural Differences	5
Challenge 2.2 Perception and Job Attitudes	5
Challenge 2.3 Learning and Reinforcement	5
Challenge 2.4 Human Needs and Content Theories of Motivation	5
Challenge 2.5 Process Theories of Motivation	4
Challenge 3.1 Group and Intergroup Relations	5
Challenge 3.2 Understanding and Managing Work Teams	4
Challenge 3.3 Communication and Feedback	6
Challenge 4.1 Perception and Managerial Decision Making	5
Challenge 4.2 Leadership	7
Challenge 4.3 Conflict and Negotiations	5
Challenge 4.4 Organizational Power and Politics	3
Total	78

Milestones	Points Possible
Milestone 1	57
Milestone 2	72
Milestone 3	45
Milestone 4	60
Total	234

Touchstones	Points Possible
Touchstone 1: Quenchbliss Case Study: Write a SWOT Analysis	100
Touchstone 2: Quenchbliss Case Study: Present Recommendations	100
Touchstone 4: Quenchbliss Case Study: Final Report	150
Total	350

Touchstones are projects that illustrate comprehension of the course material, help refine skills, and demonstrate application of knowledge. Read further for information on the Touchstones in this course:

- **Touchstone 1: Quenchbliss Case Study: Write a SWOT Analysis (100 points):** Students will write an analysis of strengths, weaknesses, opportunities, and threats for the organization described in the assignment and predict their impact on the organization. This analysis will help prepare students for Touchstones 2 and 4 because the same organization will be the context for those assignments.
- **Touchstone 2: Quenchbliss Case Study: Present Recommendations (100 points):** Students will develop a slide deck that recommends a motivational improvement plan for the organization, mapping to theories covered in the class and why their method is the best fit for organizational needs.
- **Touchstone 4: Quenchbliss Case Study: Final Report (150 points):** Students will write a final report synthesizing information learned throughout the course to make recommendations to the Quenchbliss company as they move forward with global expansion.

For more general information on assessments, please visit the Student Guide located on your course dashboard.

LEARNING OUTCOMES

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

1. Determine how organizations respond to change within and outside the organization.
2. Correlate practices in recruiting, training, and evaluating staff to concepts in behavioral sciences.
3. Decide how to manage work groups and teams to mitigate conflict and ensure group effectiveness.
4. Demonstrate how to make effective decisions, enter negotiations, and minimize unhealthy organizational behaviors.

COURSE COMPETENCIES AND TOPICS

Unit	Competencies	Major Topics
1. Organizational Structure and Culture	• Compare and contrast different types of organizational structures and their strengths and weaknesses. • Correlate different organizational structures and outline processes for organizational change. • Outline ways managers can understand the benefits and challenges of managing the diverse workforce to reap benefits from diversity and mitigate its challenges.	• Management and Organizational Behavior • Organizational Environments and Corporate Culture • Organizational Structure and Change • Diversity and the Workforce

	• Outline the ethical process for recruiting people with diverse backgrounds and talents.	
2. Individual Performance	• Correlate individual attitudes and perceptions to employee behavior and performance • Identify best practices that organizations utilize to train employees in new job skills, address undesirable employee behavior, and reinforce desirable behavior. • Compare and contrast content and process theories of motivation.	• Individual and Cultural Differences. • Perception and Job Attitudes • Learning and Reinforcement • Human Needs and Content Theories of Motivation • Process Theories of Motivation
3. Group Performance	• Outline the process to manage group and intergroup processes effectively. • Define key considerations in managing teams. • Outline the communication process and identify keys to effective communication for managers. • Correlate performance appraisals and awards to improved employee performance.	• Group and Intergroup Relations • Understanding and Managing Work Teams • Communication and Feedback
4. Management and Leadership	• Correlate different methods of managerial decision-making. • Correlate behavioral and situational perspectives on leadership. • Determine how to address and manage conflict within an organization. • Determine how power bases operate in an organization, determine legitimate and unethical uses of power, and prescribe counterbalances to illegitimate power.	• Perception and Managerial Decision Making • Leadership • Conflict and Negotiations • Organizational Power and Politics