COURSE DESCRIPTION

The course seeks to provide a core understanding of human behavior in organizations. Emphasis is placed on providing a theoretical understanding of key organizational behavior issues as well as practical skills for putting this understanding to use. Course work will focus primarily on the principles of creating, fostering, and managing effective relationships and topics include self-awareness, communication, feedback, decision making, emotional intelligence, motivation, organization culture, relationship management, teamwork and leadership. This course provides opportunities to apply these theories and to practice and develop important managerial skills. The intent is for these skills to be ones that can be utilized to enhance both professional as well as personal development.

A variety of teaching methods will be used including interactive exercises, discussions, short lectures, a service project, videos and personal reflection activities.

COURSE OBJECTIVES

- Introduce the study of organizational behavior.
- Create a safe, positive classroom environment modeling the dynamics that we study.
- Develop a self-awareness regarding individual preferences, motivators, characteristics, etc., that relate to ones ability to work and manage effectively.
- Place theories of practice into action. Provide opportunities to develop and practice interpersonal skills necessary for managerial success.
- Enhance our own and others’ professional and personal development.
INSTRUCTIONAL METHOD

Education research shows that learning is greatest when a person is actively involved in making sense of new concepts and when they work with others when doing so. We will use this methodology throughout the course, so rather than lectures to build on the readings you have done for each class, during class time you can expect to be engaged in classroom activities, to work in small groups during class and for those groups to change on a regular basis. I hope you find this an engaging and enjoyable approach to learning.

Please note the structure of this class requires students to take a high level of personal responsibility for their own learning and that of others. If you find that you haven’t managed to complete the readings before class, you will likely not get as much out of the class discussions and exercises, as we will be discussing and applying the readings each time.
COURSE MATERIALS

Books -

- **The Five Dysfunctions of a Team**
  Patrick Lencioni
  2012 - Published by Jossey-Bass

- **EQ Primer, 4th Edition**
  Lux, Bohan & Weis
  2018
  (e-files available on canvas)

Readings –

- **Harvard Business Review (HBR)**
  - HBR The Secrets of Great Teamwork
  - HBR: Managing Oneself
  - HBR: Discovering your Authentic Leadership
  - HBR: What You Don't Know About Making Decisions
  - HBR: Active Listening
  - HBR: Employee Motivation
  - HBR: Level 5 Leadership

  Link to HBR website to purchase and download:

  https://hbsp.harvard.edu/import/661720

Optional/Suggested Reading:

- **Working with Emotional Intelligence**
  Daniel Goleman

- **The Culture Map**
  Erin Meyer
  2014 - Published by PublicAffairs (Perseus Books Group)
## SCHEDULE

<table>
<thead>
<tr>
<th>Date</th>
<th>Topic(s)</th>
<th>Readings (Read before class and be prepared to discuss)</th>
<th>Assignments Due (more detail available on Canvas)</th>
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<tbody>
<tr>
<td>Week 1</td>
<td>Course Introduction</td>
<td>HBR: The Secrets of Great Teamwork</td>
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<td></td>
<td>• Teams &amp; Trust</td>
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<tr>
<td>Week 2</td>
<td>Managing Yourself</td>
<td>HBR: Managing Oneself</td>
<td>• Assignment – Strengths/Weaknesses</td>
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<tr>
<td></td>
<td>• Understanding your Strengths (and areas for growth)</td>
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<td>• Due: RC #1</td>
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<tr>
<td>Note:</td>
<td>Week 2 class will only meet from 9-10am due to the campus-wide Mass of the Holy Spirit</td>
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<tr>
<td>Week 3</td>
<td>Managing Yourself &amp; Others</td>
<td>HBR: Discovering Your Authentic Leadership</td>
<td>• Assignment – Values worksheet</td>
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<td></td>
<td>• Living your Values</td>
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<td>• Assignment – Passions: 12 pictures representing something that inspires you, is important, etc.</td>
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<td>• Discovering your Passion/Purpose</td>
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<td>• Due: RC #2</td>
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<td></td>
<td>• Best Manager (coach/teacher/mentor)</td>
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<tr>
<td>Week 4</td>
<td>Decision Making</td>
<td>HBR: What You Don't Know About Making Decisions</td>
<td>• Special Topic Proposal – 1 page summary (due Sunday after class)</td>
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<td></td>
<td>• Simulation</td>
<td></td>
<td>• Due: RC #3</td>
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<tr>
<td>Week 5</td>
<td>EQ</td>
<td>EQ Primer</td>
<td>• Assignment - Online EQ Assessment; bring copy to class</td>
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<td></td>
<td>• EQ Quadrants</td>
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<td>• Due – EQ Assessment Analysis</td>
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<td></td>
<td>• Conviction/Connection</td>
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BRMB 5215

ORGANIZATIONAL BEHAVIOR
| Week 6  | Communication  | HBR: Active Listening | • Assignment - a conversation you need to have.  
• Due: RC #4 |
|---------|----------------|-----------------------|--------------------------------------------------|
|         | • Listening Skills  
• Difficult Conversations |                      |                                                  |
| Week 7  | Motivating Others  
• What motivates people? | HBR: Employee Motivation | • Assignment - Fill out motivation sheet, input data to spreadsheet, and bring with you to class  
• Due: RC#5 |
| Week 8  | Special Topic Sessions | Text: *5 Dysfunctions of a Team* | • Presentation - ST Groups 1, 2 & 3 |
| Week 9  | Special Topic Sessions | Text: *5 Dysfunctions of a Team* | • Presentation - ST Groups 4, 5 & 6 |
| Thanksgiving | no class | | |
| Week 10 | Leadership  
• Last Class/Wrap up | HBR: Level 5 Leadership  
Text: *5 Dysfunctions of a Team* | • Due: RC #6 |
| Final   | Application Paper  
*Class will meet this day  
Attendance is required* | | • Due - Application Paper |

Additional information on class schedule, readings, assignments, etc. available on Canvas. Schedule is subject to revision.
COURSE POLICIES

1. **Attendance and Participation** Attendance means prompt arrival at all scheduled class sessions and activities. Participation means visible engagement in your personal learning process as well as that of other students. Please come to class having completed all the assigned material and prepared to actively engage in discussions. If you miss classes, are continually late, and/or leave early, you will lose some or all of your attendance and participation points. If you have concerns about attendance or participation, please let me know.

2. **Use of Electronics** The use of laptops, tablets, smart phones, or other electronic devices during class is not allowed without my express consent. There is to be no recording of lectures without my prior permission.

3. **Canceled Classes** If the University cancels classes on a regularly scheduled class day, any assignments, presentations, etc. will be due on the next regularly scheduled class. Check Canvas for any updates.

4. **Canvas** This course will utilize Canvas for course materials, assignments, and grades, as well as announcements and any changes to the class. Please check Canvas regularly for course communication.

5. **Student Communication** For this class, you will need to access your CANVAS communications account and to ensure that your classmates and I are able to contact you using the CANVAS course site and your seattleu.edu email account.

6. **Syllabus Changes** If necessary, I will post any updates to the syllabus to Canvas and communicate these to the class in advance.

7. **Assignment Submission** All electronic copies of assignments must be submitted to Canvas on the due date. If you will not be in class, an electronic submission may still be made through Canvas.

8. **Late/Make-up Work** Any work that is turned in late will automatically lose 10% per day, starting at the time at which it was due (including weekends). No make-up work will be assigned.

9. **Grade Appeals** If you have a concern about a grade on an assignment, and would like me to reconsider, please submit a written appeal to me within one week of receiving the grade. Please outline your specific concerns with the grade and evidence supporting why it should be changed. I will then review your appeal and respond as quickly as possible.

10. **Plagiarism** Plagiarism and cheating are against university policy. Plagiarism or cheating will result in a score of zero for the assignment/paper or a failing grade for the course, subject to my discretion. When referencing the work of others, you must cite the author, title and date of publication.

11. **References and Citations** Please use APA style when formatting your references and citations. Please see the library website for instructions.

12. **Academic Resources** Please take advantage of the academic support services available to you at the university. Even if you have had excellent study skills, these services can help you excel in your studies.
13. **Academic Integrity** Seattle University is committed to the principle that academic honesty and integrity are important values in the educational process. Academic dishonesty in any form is a serious offense against the academic community. Acts of academic dishonesty will be addressed according to the Seattle University Academic Integrity Policy. If you are not sure whether a particular action is acceptable according to the Academic Integrity Policy, please check with me before engaging in it.

14. **Academic Policies on Registrar Website**
   (https://www.seattleu.edu/redhawk-axis/academic-policies/)
   - Academic Integrity Policy
   - Academic Grading Grievance Policy
   - Professional Conduct Policy (only for those professional programs to which it applies)

15. **Notice for Students Concerning Disabilities**
    If you have, or think you may have, a disability (including an ‘invisible disability’ such as a learning disability, a chronic health problem, or a mental health condition) that interferes with your performance as a student in this class, you are encouraged to arrange support services and/or accommodations through Disabilities Services staff located in Loyola 100, (206) 296-5740. Disability-based adjustments to course expectations can be arranged only through this process.

16. **Notice Regarding Religious Accommodations**
    It is the policy of Seattle University to reasonably accommodate students who, due to the observance of religious holidays, expect to be absent or endure a significant hardship during certain days of their academic course or program. Please see, Policy on Religious Accommodations for Students (https://www.seattleu.edu/media/policies/Policy-on-Religious-Accommodations-for-Students---FINAL.PDF)

17. **Office of Institutional Equity**
    Title IX of the Education Amendments of 1972 (Title IX) prohibits discrimination based on sex in educational programs or activities that receive Federal financial assistance. This prohibition includes sexual misconduct, which encompasses sexual harassment and sexual violence. Seattle U remains committed to providing a safe and equitable learning, living, and working environment. Seattle U offers emergency, medical, and other support resources, as well as assistance with safety and support measures, to community members who have experienced or been impacted by sexual misconduct.
    Seattle U requires all faculty and staff to notify the University’s Title IX Coordinator if they become aware of any incident of sexual misconduct experienced by a student. For more information, please visit https://www.seattleu.edu/equity/. If you have any questions or concerns, you may also directly contact the Title IX Coordinator in the Office of Institutional Equity (email: oie@seattleu.edu; phone: 206.296.2824) University Resources and Policies.
# Evaluation and Grading

<table>
<thead>
<tr>
<th>Criteria</th>
<th>% of Grade/Points</th>
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<tbody>
<tr>
<td>Attendance and Participation</td>
<td>10</td>
</tr>
<tr>
<td>Assignments for In-class Work @ 1pt each</td>
<td>5</td>
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<tr>
<td>Reading Commentaries (RC) @ 5pts each</td>
<td>30</td>
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<tr>
<td>EQ Assessment Analysis</td>
<td>5</td>
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<tr>
<td>Special Topic Session (ST)</td>
<td>15</td>
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<tr>
<td>Service Project</td>
<td>10</td>
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<tr>
<td>Application Paper</td>
<td>25</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>100</strong></td>
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</table>

**Grading scale**

- **A 100–94** Exceptional
- **B– 82–80**
- **B+ 89–87**
- **B 86–83** Good
- **C+ 79–77**
- **C 76–73** Okay
- **C– 72–70**
- **D+ 69–67**
- **D 66–63**
- **D– 62–60**
- **F below 59**

**Grading is about learning and feedback - to help you with this:**

- **A** = Students has mastered or even exceeded objectives – work is excellent.
- **B** = Student is working towards mastering objectives – work is good and there are areas for improvement.
- **C** = Student needs to work toward mastering objectives – more practice, effort and support is needed for student to master objectives and there are significant areas for improvement.
- **D/F** = Need to look at what isn’t working and what can be done on both sides.
For weeks 2, 3, 4, 6, 7 & 10, please prepare a brief written commentary for each of the HBR readings.

Immediately after reading each article, take a few minutes to:

1) Summarize the article (five to six sentences maximum).
2) Write down your main thoughts/take-aways (please focus the majority of your writing on this).

What are the main points of the article? What did you learn? Do you agree or not agree? Most importantly - what did you think? What are you still thinking about? How does the material relate to your life experiences? Or does it? Can you apply the information going forward?

The reading commentaries should be a minimum of 1 page/maximum of 2 pages in length, typed and double spaced. Times New Roman, font size 12, normal margins and are due on Canvas before the beginning of the relevant class session.

Percent of Grade: 30%
(6 reading commentaries – 5% each)
Please prepare a brief written analysis of your EQ assessment.

After taking the EQ assessment and reading your report, take a few minutes to:

- Summarize in your own words the highlights of the report. According to the assessment, what areas of EQ are you strong in and in what areas do you need work? (four to five sentences maximum).

- Next, write down your main thoughts/take-aways (please focus the majority of your writing on this):
  
  Do you agree or not agree with the assessment? If different from the assessment, in what areas of EQ do you think you are strong and in what areas do you think you need work? Was there anything that surprised you? Or made you rethink something you thought you knew about yourself? How does the material relate to your life experiences? Or does it? Why do you think you are this way? (nature or nurture?) Is there anyone you plan to share your assessment with and why? What are you still thinking about? Is there anything you might want to do with this information going forward?

This assignment should be a minimum of 1 page/maximum of 2 pages in length, typed and double spaced. Times New Roman, font size 12, normal margins and are due on Canvas before the beginning of class.

Percent of Grade: 5%
This is your chance to delve into an Organizational Behavior/Teambuilding/People Management/Leadership subject that you personally would like to learn more about, and then create and facilitate an interactive learning session to share your learning with the other students in this class.

As you explore ways to bring the information to your fellow students, please be creative – how do you personally learn best? How can you present the material in a way that other students will find engaging, and most importantly, will remember it? Please do NOT default to a PowerPoint summary of your topic.

Ideas to consider:

| Links to specific articles for students to read before class for discussion (short please) | Case study for discussion (that your group writes vs. find on HBR) |
| Interactive/experiential exercise | Video (maybe even one that you make?) |
| Role play exercise | Movie clip to emphasize/explain a point |
| Game | Other ideas? |
| Simulatio | |
| Current news articles | |

Your group will have approximately 30 minutes to lead the class instruction. Max of six teams, 4 students each.

After each teaching session, as a class, we’ll spend a few minutes critiquing your team’s work and providing real-time feedback. (10 minutes)

I am available if you would like to run an idea by me, get feedback on an outline, etc. Please ask.

**Key Dates:**

- **Class #2:** Select team members and set up in Canvas.
- **Class #4:** Submit a one page summary of your proposed special topic facilitation plan for my approval. Due the Sunday after the 4th class.
- **Classes #8 & 9:** Group facilitations.

Percent of Grade: 15%

While this is a group project, peer reviews by group members will be conducted and the reviews may influence individual grades.
This your opportunity to put your learning about human behavior, teamwork and leadership to work by planning and implementing a group service project that will benefit a local non-profit organization and/or make a significant contribution to the community. The service project will include everyone in the class, so early planning and coordination will be important. It should involve approximately 8 hours of work from each member of the group, in addition to planning and debriefing meetings. The entire class will need to participate in this project and it must be completed before our final class session. A small amount of class time will be given for the team to check in with each other on select days, but the majority of the planning and work will need to be conducted outside of class hours.

Here are some guidelines around selecting, planning and implementing your project:

**Idea Generation:** Brainstorm a list of possible projects (5-15) before the second class in order to jump-start the process.

**Planning Process:** Try to meet before or after class to generate ideas, pin down times, and make additional arrangements for the service project. After an initial face-to-face session, you can set up a group text, use the class E-mail list and/or Canvas for further planning.

**Idea Selection:** In evaluating alternative projects, your group should consider whether the project promises to make a significant contribution to the community (Seattle, the neighborhood, the environment, etc.), and how much the project will allow team members to interact and work together. The projects that seem to generate the most satisfaction are ones where students are required to work closely together. Your personal interest in the client’s mission will also be a key factor in how committed your group will feel to the project, so choose wisely.

**Physical or Mental:** Your project can involve physical labor or it can involve higher level skills present in the group. That is up to you.

**Generating Commitment:** Before individual students commit to one or more ideas proposed by the group, make sure that you consider this project worthy of your time, sweat, and intellectual energy. If not, speak up and propose an alternative that you can commit to!

**Teamwork:** The service project should depend on teamwork. The service project is intended to provide the class with an opportunity to work together as a team. Avoid projects that require people to work in separate physical spaces or on unrelated activities.

**Opportunity for interaction with or feedback from your clients:** Past student feedback suggests that interaction with community members and a clear perception of contribution to the community yields an especially gratifying experience. If you do not interact with clients
during your project, please devise a way to receive feedback from them after the project.

**Adequate Planning:** Depending on class size, you will have approx. 160-200 person-hours of labor available. That is the same as one person working full time, for 4-5 weeks. Make sure that whatever project or organization you select is ready to absorb that supply of labor; otherwise people will be under-utilized and under-committed to the team's endeavor.

If as a team you are struggling to come up with ideas you might think about contacting The Center for Community Engagement:
https://www.seattleu.edu/cce/
They will most likely be able to provide you with possible projects and organizations.

Percent of Grade: 10%

While this is a group project, participation (or lack thereof) or unhelpful behavior may influence individual grades.

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“"In addition to feeling good about community involvement, most participants realized the value of the projects as vehicles for learning about themselves as a team.”
Stewart Friedman, “Community Involvement Projects in the Wharton Curriculum”
```
This is a tool for maximizing the learning value of the class, and serves as a means for understanding, articulating, interpreting and relating the learnings to other aspects of your life (transference). The paper should contain reflections on your experiences from the course: class sessions, readings, group work, etc., plus explore how your work, personal life, and your relationships may be impacted. Please include how you will apply any learning, insights or new skills that you have acquired. The more concrete and detailed the better, and if/where applicable, reference readings.

This paper should be a minimum of 3 pages, typed, single-spaced in length. Times New Roman, font size 12, normal margins. If it is less than 3 pages, your grade will be adjusted proportionately.

Percent of Grade: 25%