

LINCOLN UNIVERSITY COURSE SYLLABUS

COURSE NUMBER: BA-320III

Course Title: Organizational Behavior

(3 Units, 45 hours)

Course Start Date: August 22, 2016 Course End Date: December 5, 2016

Time: Monday, 1515-1815 hours (3:30 pm to 6:15 pm)

Course Description:

An analysis of individual, interpersonal, and group behavior within organizations and the influence of human, cultural, technological, structural, and environmental factors. Examined are practices of management, such as designing jobs and organization structures, evaluating and rewarding performance, organizational and employee development, and other management processes. These techniques include high performance organizations, management by objectives, total quality management, and the like; it uses varied approaches to leadership, conflict management, change, and adaptation to the environment.

Learning Objectives:

1. Students will gain an understanding of the guiding principles and concepts of organizational behavior from the individual and group levels to the organization and system levels.
2. Through an action learning approach to the course, students will have learned how to effectively apply the interdisciplinary principles of organizational behavior, which are drawn from the disciplines of psychology, sociology, social psychology, cultural anthropology, and political science in international work settings and throughout their lives.
3. Students will understand the concepts of organizational judgment and how these concepts influence organizational decision-making at the individual, group, and organizational levels.
4. Students will have worked in a team on business case studies to analyze cases from an organizational behavior discipline perspective, and developed strategies to successfully solve the issue(s).
5. Students will gain an introductory understanding and application of the theories and concepts of Human Dynamics, Strengths Based Leadership, Organizational Innovation, Emotional Intelligence (EQ) (based on Goleman's model), HeartMath, Value Proposition Design, crowdsourcing for performance evaluations, and Non-Verbal Communication (based on Paul Ekman's research) as they relate to the field of organizational behavior.
6. Students will have had the opportunity to interact with representatives from local business enterprises to learn how OB theories, concepts, and approaches are being applied in working businesses drawn from the Downtown Oakland Business Association and the Lake Merritt Business Association Community Benefit Districts. There is also the possibility of additional guest presentations.
7. Students will have engaged in role-playing exercises where they will have opportunities to apply what they have learned. These exercises will include business negotiations,

- interpersonal relationships, conflict resolution, work-team development, and the delivery of performance appraisals.
8. Students will have been introduced to the application of commercial social networking crowdsourcing technology such as, Periscope, Planetwebfoot, Jostle; and other applications that can be used internally within organizations to increase opportunities for improved communications, training, and management, etc. Students will also be introduced to open-source crowdsourcing applications that are designed for internal use within an organization.
 9. Students will be introduced to how and why Big Data analytical tools such as; Mob Incentive, Chaordix, Ideascale, and Crowdspirit can be used to improve organizational effectiveness and efficiency.
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Required Text, Supplemental Texts, Technology & Web Sites

Required Text (printed or digital):

Nahavandi, A., Denhardt, R., Denhardt, J., Aristigueta, M.

2015 Organizational Behavior. Sage Publications. Thousand Oaks, CA. ISBN: 978-1-4522-7860-5 (hardcover)

Required Survey:

As part of your individual development as a manager for this course, you will need to take Gallup's web-based Top -5 Strengths-Based Leadership (SBL) questionnaire. This is available two ways. First you can purchase the below text by Rath, which includes a code to take the Top-5 SBL for no additional cost (best value for you). Or, you can just take the questionnaire without getting the text. The cost is about \$15 either way. If you purchase a used book, the access code for the questionnaire may have already been used and you will not be able to take it. The Gallup website is: <https://www.gallupstrengthscenter.com>

Rath, T., Comchie, B.

2008 Strengths Based Leadership. Gallup Press. New York, NY.
ISBN: 978-1-59562-025-

Suggested Supplemental Text:

Weiss, E.

2005 The Elements of International English: A Guide to Writing
Correspondence, Reports, Technical Documents, Internet Pages For A
Global Audience. M.E. Sharpe. Armonk, N.Y., ISBN: 0-7656-1572-X

Optional Reading Material (NOT REQUIRED):

Hofstede, G., Hofstede, G., Minkov, M.

2010 Cultures and Organizations: Software of the Mind. McGraw-Hill.
New York, NY. ISBN: 978-0-07-166418-9

Morgan, G.

2006 Images of Organization. Sage Publications. Thousand Oaks, CA.
ISBN-13: 978-141293979

Websites:

<https://edge.sagepub.com/nahavandi/student-resources>

- Can print self-assessment exercises that can be completed by hand and scanned or electronically.
- Flash cards, practice quizzes, etc.
- Academic journal articles (can be used for supporting references)
- Multimedia learning resources to supplement the textbook.

Smartphone, Tablet, Notebook Computer Technology:

Class sessions will involve opportunities to participate in class exercises and discussions using the personal technology devices, and free web-based software that are readily available to everyone. We will be using web-based sites such as: www.polleverywhere.com, www.goanimate.com, textnow or textplus, quizlet, padlet.com, etc.

Consequently, **you are encouraged** to have your smart phones, smart devices, notebook, or tablet readily available to use in class. However, you need to have your devices on vibrate or the volume turned down so that it will not distract the class. If your phone rings in any class, you will be warned once. If it rings after your one warning, you will be asked to leave class for the day. If a student develops a pattern of interruptions, they may be asked to leave the class and referred to the Dean of Students for counseling.

Instructor:

Dr. Mike Guerra

Lincoln Phone Number: 1.510.628.8031 (e-mail preferred)

Lincoln University e-mail address: mguerra@lincolnuca.edu

Office Hours: Room 301, Wednesday (11:45 am to 12:45 pm) by arrangement

Instructor Profile:

Academic Degrees: AS degree in Social Science from the College of San Mateo, BS degree in Organizational Behavior from the University of San Francisco (USF), Master of Human Resources & Organization Development (not organizational development, which is different) degree (USF), Doctor of Education in Organization & Leadership with a concentration in Pacific Leadership International degree (USF).

Professional Practitioner Experience: Manager with senior, executive, and chief executive officer experience in government and non-profit organizations. Current and past experience serving as a member and officer of several Boards of Directors for public and private organizations. Member of the Board of Directors for the Downtown Oakland Business Association Community Benefit District, SOBO committee member of the Downtown Oakland Community-Benefit Business

District. International management consulting experience specializing in process, strategic, and organization development in NGOs, government, and for-profit firms. Subject matter expert on ethics for the State of California POST bureau. Have experience working with national, state, county, and local government organizations to shape management, ethics, and performance policies, practices, and procedures. Have evaluated graduate business degree programs on behalf of ACICS for accreditation compliance.

Professional Academic Experience: Have taught part-time at Lincoln since 2001, and have been teaching part-time at other institutions of higher education since 1998. I have occasionally been a paid guest lecturer, taught undergraduate management courses online for eight years, and have been a guest lecturer in organization development and leadership at USF. In addition, I occasionally consult with local colleges and universities to design or revise lower/upper division undergraduate, graduate, and doctoral degreed educational programs. Additionally, I've been a member of academic advisory boards for the University of San Francisco and the South Bay Community College Consortium for nearly 20 years.

Select professional affiliations related to this course: International Management Consultants (IMC-USA), International Society for Performance Improvement (ISPI), Society for Applied Anthropology (SfAA), International Society for Organization Development and Change (ISODC), American Association for Adult Continuing Education (AAACE).

Assistant to the Instructor (ATI):

Ms. Sonal Gill-Grewal is my Assistant to the Instructor (ATI) for this course. She has completed her DBA concentration courses and has advanced to the dissertation phase at Lincoln. She has two master's degrees; specifically, a Master's Degree in Commerce with a concentration in management, and an MBA in General Business. Sonal also has corporate experience, and has taught corporate and Lincoln students how to use applications such as, Adobe Photoshop. She will be working under my direct supervision for this course, and functions as my representative. She will not be involved in evaluating or grading any coursework produced by students; however, she will be practicing her feedback skills. She will be directly involved in record keeping (my Canvas grade book), and more importantly, assisting me with some of our class exercises, role-playing, demonstrations, case studies, and student presentations. Sonal's e-mail is: sgill@lincolnucaf.edu.

<https://canvas.instructure.com>

- Provide "lincolnucaf.edu" e-mail address at the beginning of class to be invited. When registering for the class on Canvas be sure to use your name as it appears on your LU course registration and not just your e-mail address. Those who only use their e-mail will not be recognized, nor added to the Canvas class roster, and their coursework will not be evaluated.
- Copies of syllabus and assigned coursework will be posted.
- Forum for class discussion as necessary.
- Calendar for course.
- Students can access their individual grades/point to date.

All group and individual assignments will be posted in Canvas. E-mailed and printed assignments will not be accepted unless approved in advance by the instructor. Each group member is required to post their group assignment.

Welcome to Organizational Behavior & Administration!

One must learn by doing, for though you think you know it, you have no certainty until you try.

Aristotle

Aristotle's quote captures my approach to teaching this course. I subscribe to the action learning theoretical approach where one needs to practice doing it in order to learn and master a subject. For some, this instructional methodology may put you off balance because many students are used to courses that are predominately lecture, and deductive sequential memorization—and that is okay! The design of this course takes into consideration that there may be varying degrees of anxiety and tension that comes with learning and practicing something different. This course will include lectures, and will also involve inductive thinking, and holistic creative learning assignments and exercises. My strategic goal is to not only build your behavioral skills, knowledge, and values as they relate to the field of OB; but to also spark your interest in this interdisciplinary subject.

One of the first things to discuss may be best presented in the form of a question. What is organizational behavior? There are many definitions, but they all essentially contain the following elements: Organizational behavior (OB) is an interdisciplinary field of study that investigates how individuals, groups, and structure influence behavior within organizations with the purpose of using the knowledge to increase the organization's effectiveness and efficiency. OB is an applied behavioral science that primarily includes the disciplines of: Psychology, sociology, social psychology, anthropology, and political science. During our time together, we will learn that OB will help develop your predictive skills concerning employee behavior within organizations. As a current or future manager, OB will help you learn how to predict behavior and understand organizational members to some degree, and leverage this knowledge to increase organizational effectiveness and efficiency.

Class Procedures

Before each session you should review the course syllabus for: instructions, assignments, topics, questions for discussion, my comments, or a description of the activities for the day. In addition to communicating information in-class, another resource for this is the Canvas course site. It is important for you to come to class prepared! You should also consider reviewing the companion website for your required textbook. There are instructional aids that are available to you.

Instructional methodology includes: Lecture, class discussions, individual/team presentations, demonstrations, role-playing, guest speakers, group work, buzz groups, practical exercises, social networking and crowdsourcing as it relates to this course, web-based instruction, and video. As mentioned above; having your smartphones, tablets, and notebook computers in class will enhance your ability to contribute to class exercises and discussions.

You should have an active Lincoln University e-mail account so you can use Canvas to receive any course revisions, feedback on your assignments, coursework, and any information that will be disseminated concerning the class. Electronic submission of coursework will be allowed **only if** the student uses his/her Lincoln University e-mail address (user@lincolnucsf.edu), and the assignments are posted to our Canvas site. With Canvas, you can check your point total or status

of submitted coursework at any time. Note: Because I am teaching my ATI Sonal how to evaluate using Canvas, she will be practicing providing a preliminary evaluation of your coursework that is on Canvas. This is not an official evaluation of your coursework. I will be reviewing and evaluating all coursework that occurs in-class and on Canvas so rest assured my ATI is not grading your coursework so do not contact her if you see she has given you a high or low score. However, Sonal has demonstrated over the last few years as my ATI that she is able to provide insight and feedback that you might find valuable so do not discount the feedback she provides to you.

As you can imagine, graduate coursework requires significant work outside of class. For each class session, you should plan to spend at least one to three hours of your time studying, working with your learning group, and completing assignments for each class session. Based on prior classes, if choose to not read and study the textbook chapters, you will not use the concepts and processes from the text, which will result in a lower grade than you would otherwise earn if you study our text.

Students will also be asked during the semester to evaluate this course. It is important that you take this seriously because your feedback helps my professional development and serves to see what parts of the instructional methodology and material needs to be changed, modified, and improved.

Students are required to behave in class in accordance with Lincoln University's Student Honor Code and Standards of Conduct. Both of these are found in your student handbook. Misconduct will have an adverse impact on your grade.

Assignments, Policies & Coursework

Student Working Groups: In many classes students are allowed to form their own class groups for group assignments. There is something to be said for working with people you are familiar with and who you may have worked with in previous classes. Since this is an organizational development class, part of your education is to experience working with new and unfamiliar people who may come from cultural backgrounds that may be very different from your own. In this class, you will be randomly assigned to a group of approximately 3-5 students.

Your group will be named after a significant management philosopher that has helped shape modern day management and organizational theories, practices, and approaches. The following names will be the group names for this course: Peter Senge "Senge Group", Edgar Schein "Schein Group", Mary Parker Follett "Follett Group", Peter Drucker "Drucker Group", Rosabeth Moss Kanter "Kanter Group", W. Edwards Deming "Deming Group", Dee Hock "Hock Group", Douglas McGregor "McGregor Group", Chun Wei Choo "Choo Group", Peter Block "Block Group", and Ikujiro Nonaka "Nonaka Group". If more groups are required, they will be added as needed.

Group Assignments: When students participate in group assignments, problems can emerge where there is an unequal distribution of the work. While there is no specific percentage of a group project assigned to each student, the expectation is that everyone in the group contributes their fair share of the work just as it would be expected in a real work setting. If a group experiences unequal participation and work, there are several ways that may help the group resolve the problem. One way is to decide as a group what the deliverables are for each member, and the deadline for submitting those deliverables. Another way is for the group to indicate what part of the assignment was completed by each group member by identifying the work of each

student on each page of the document. Third, a different font and color can be used to identify individual students (this works best when submitting digital versions). I would hope that the group would try to resolve internal issues themselves just as they would have to do working in an organization. Finally, if groups have internal dysfunction and they are unable to resolve it themselves, they should contact the instructor. If there is significant dysfunction within the group, group members may be graded separately and removed from the group. Should you be removed from a group, and another group is unwilling to let you join their group, you will not be able to earn credit for group assignments. You will not be able to complete the group assignment by yourself, and there is no alternative assignment.

The coursework for this class involves different types of assignments. Consequently, it should be helpful to you if an overview of the course work is outlined in the below table:

Assignments & Coursework:

Reading Assignments: Please refer to the course schedule at the end of this syllabus. When you see a textbook chapter listed for a specific day, it means that you should read the chapter and be familiar with the concepts **before** coming to class because it will provide a framework for what we discuss in class for the session.

Syllabus Confirmation and Understanding Agreement: The syllabus can be downloaded from the LU website, and is available on Canvas. Once you are able to register your e-mail with Canvas, your first assignment is to read the course syllabus, which is in addition to our class discussion of the syllabus in session one. If you have any questions, please contact me. Once you have completed the assignment, complete the assignment submission on Canvas by posting a simple reply message that you have read and understand the syllabus.

1) Group: Organizational Behavior Issues, Trends, and Problems that are related to the textbook topic for the session: In the first 20 minutes of selected class sessions (refer to the schedule below), each learning group will have no more than 3 minutes to informally discuss an organizational behavior issue, trend, or problem with the class. This is an oral presentation and does not involve PowerPoint or handouts. Also, you cannot read word-for-word from your notes. Each group is required to submit documentation of their discussion topic that can be a magazine article, newspaper article, digital printout, etc. at the beginning of each class session with the names of those group members present at the time of discussion. Only those group members present during this 20 minute time period when the group presents their topic receive course credit. Since this is a group assignment, it cannot be made-up. If you are late and your group has already completed the assignment, you will not receive credit.

2) Individual: Key Terms: Key terms for any business discipline is important because it is part of the language associated to those involved in the industry. Just as cultural competence is important so is having knowledge of the language used in specific business disciplines. Our class sessions are divided into two halves with break in between them. During each class session, our coursework will include identifying, defining, and discussing key terms for each chapter that we cover. I will identify one key term in the first half of the class session, and a second key term in the second half of the class session that you will need to write down and turn in at the end of class. If you come late to class or leave early, you will not receive credit for the key term that I have identified for this assignment. If you are absent, this assignment can be made up by typing a one-page (approximately 200 words/12-pt. font) discussion of the key term and it's relationship and importance to the field of organizational behavior.

3) Learning Group Name Reflection Paper: This is an individual assignment. The name of your group is significant because the names of the group refer to people who have made significant contributions to the field of management and business. As such, you should learn something about them and reflect on what their work means to you as a student of business. Write a 1-2 page reflection paper based on the work of the person your group represents. Please make sure this is not a summary or a biography of this person! This is a reflection paper not a summarizing paper, and your grade will be no higher than a “C-/73%“ if the paper is not a reflection.

4) Self-Assessment Exercises: Completed exercises on the day they are due will receive 100% of the point value. They will not be graded on an A-F scale. Instead, they will be graded on the degree of completeness. If the assignment was completed 100%, full points will be awarded. If the assignment is incomplete, the assignment will receive either 25%, 50%, or 75% of the points depending on the degree of completeness. Late assignments will be accepted with a deduction in points for being late. Self-assessment exercise can be submitted in print form or digitally through Canvas.

5) In-Class Group Mini-Case Role-Playing Scenario Presentation and Group Reflection Paper: The group will be required to read the case scenario before our class session for their exercise, prepare for their role-playing presentation, and present their case to the class. Following the group’s presentation, each member of the group will prepare and submit a 250-350 word paper reflecting on what he/she individually learned from their experience. This assignment is due one week after their presentation.

6) In-Class 3-Student Role-Playing Simulation: “What Needs to be Said”: For this exercise, there will be three students in each group. Each student will rotate through the following three roles for the exercise: Initiator, Respondent, and Observer. Each student will complete an individual “observer” checklist when they assume this role in the exercise. You will need to turn this checklist in either at the end of class, or by the next class session. The forms can be submitted on Canvas, or a hardcopy by the due date. If you miss this exercise it may only be made up if there are enough students to comprise a trio for the exercise.

7) Individual Homework Assignments: Individual homework assignments are indicated on the schedule along with their due dates. Please pay attention that the numbering system for the self-assessments are the same as the homework numbering system. I have separated these types of assignments into bullet-point entries. In addition, the homework assignments indicate the corresponding page number in the textbook. The grading for these assignments is according to the “A-F” grading criteria indicated in this syllabus. Please post these assignments using Canvas.

8) Learning Group Business Case Analysis: Learning groups will select and/or be assigned a business case study that focuses on the OB discipline. The timing for introducing these cases to the learning groups is not yet set since it will be based on student enrollment and, the subsequent number of learning groups. Learning groups will be responsible for analyzing their assigned case(s), preparing a 10-15 page written report. The cases analysis needs to demonstrate an understanding and application of OB concepts from this course. If you find something in Wikipedia or another non-course related Internet source and use it, it may not meet the requirements for the assignment. The evaluation (grading) standards for the written report are contained in this syllabus. In addition, I strongly suggest that your group politely ask the LU Library staff to run your paper through Turnit-in, which will check for plagiarism. You should do this far enough in advance of the assignment’s due date so you can make revisions before the assignment is due.

Cases Selected for this class will increase or decrease depending on student registration for the course:

- Charge of the Deuces Task Force
- Jeffrey Offutt & Jita Printing: getting to Yes
- The Global Software Problem: Jugaad Needed
- The Meatpacking Factory
- The Perfect Storm: A Low-performing Biotech Plant
- The Vidsoft Triangle
- Abroad in the World
- Galaxy Television: Melding Worlds or Cultural Big Bang?
- Global Protection Corporation: Message from the Middle
- Investco: Ranking and Promotion Redesign
- The Wonderful World of Human Resources at Disney

Using the Written Case Report Template for this class (Due the week following the group's class discussion):

1. What is/are the OB related problem(s) (Cite the appropriate OB theory/approach from your coursework)?
2. Where does this OB problem or problems come from, or why does it occur in a work setting?
3. If you were in the position to resolve the OB problem(s), what would you do and what OB approaches and practices would you use to resolve any problems? Why would you anticipate that your action(s) rooted in OB theory and practices would improve or resolve the issue?
4. Overall, you need to directly connect your analysis and problem solving to specific OB concepts, and justify why those were selected (Be careful that you synthesize information so that it is not plagiarism).
5. A written case report template will be posted in Canvas for the group to use.

Assignments must have: The student's first and last name at the top of the page, and the student's identification number. The title of the assignment must also be in the heading. Simply putting the date of the assignment is not correct and it will be downgraded 3% for not following instructions. Electronic submissions without these items will not be counted and you must use your lincolncasf account for electronic submissions. **Group assignments must be posted by each member of the group who prepared the assignment to Canvas.**

Use the APA/Chicago-Turabian/MLA guidelines for citing and documenting sources. If you need to refresh your knowledge of these guidelines, there are resources online and in the library. Assignments should be in a 12-point font with adjustments for headers, tables, etc. Lincoln's library staff is there to help you locate those resources.

Late Assignment Policy: Individual and Learning Group Case assignments can be turned in late. However, there will be a 5% deduction in points for each full/partial week the assignment is late. If it is one week late, it is a 5% deduction. If it is two weeks late, it is a 10% deduction, etc.

If you register for the class late (up to three weeks), you are still responsible for all assignments. I will work with you to set a deadline that will allow you time to do the current work and catch-up

(typically one extra week for each week missed) with individual assignments. Assignments with other students cannot be made up because this coursework is connected to the learning objectives for the course and environment for a specific class session. In addition, the material presented in each session is cumulative and are connected to each other. To make-up these types of assignments, an alternative group type of assignment will have to be completed that is equal to the missed assignment. This probably means some form of contacting an organization outside of Lincoln to research a topic. Please contact the instructor to request this and arrange a date/time. These late registration options are not available to students who are registered at the time of the first class session.

Plagiarism Policy: Copying word-for-word from the textbook or from any other source without correctly reference the source is plagiarism. If coursework is submitted that contains significant evidence of plagiarism (10%+ of submitted assignment), the grade for the assignment will be 40% of the total point value for the first infraction. The assignment cannot be re-done. If assignments continue to be submitted that contain evidence of plagiarism, the grade will be “0.” If there is minor evidence (0-9% of submitted assignment) of plagiarism, the grade/evaluation will be reduced to reflect poor achievement (69% or less). Repeat violations will be referred to the Dean of Students for misconduct.

Class Attendance Defined

(1) You are expected to contribute to the class discussions in meaningful ways. That means:

- contributing new and relevant information to the course discussion and from readings of the textbooks;
- commenting in a positive manner;
- building on the remarks of your fellow students;
- posing questions of your fellow students; and
- Sharing quotes, websites, and other supplementary information.

(2) Assignments that do not require team participation may be made-up with a valid excuse. A valid excuse requires that you present the instructor with a health care professional’s note indicating an illness prevented you from attending class, a court subpoena, a jury duty summons, or other evidence that your absence was beyond your control. Missing class for your convenience such as a routine doctor or dentist visit, non-emergency appointments with an attorney, or being called into work are not valid reasons for being absent.

Class attendance is taken only once for each class session at the beginning of class using either coursework, textbook checks, or by a student’s presence. **I do not record late students.**

If you miss three consecutive sessions, you will be dropped from this course since your absence should have a negative effect on the workload and on the grades of your fellow group members. For more information, please consult the LU catalog.

Grading

Point/Grade Conversion

100-95	A	76-74	C
94-90	A-	73-70	C-
89-87	B+	69-67	D+
86-84	B	66-60	D
83-80	B-		
79-77	C+	59 or <	F

A = Superior performance for a graduate student. A superior performance. Has shown exceptional insight into the application of course material to the assignment, and presents an original analysis or argument. The student has identified and understood many aspects of an issue, and has effectively used primary reference sources for supporting their analysis, argument, or conceptual approach. Has included major theoretical approaches to reinforce their key points and central theme. Displays superior written and oral communication skills that includes being able to effectively communicate logically and clearly. The analysis, argument, or approach is persuasive. Makes serious attempts to integrate to integrate ideas, theories, concepts, models learned from this and other disciplines. Incorporates insight and thought into the next steps in the progression of ideas, theories, and concepts. For a grade of 100%, the standard is publication quality.

A- = Excellent performance for a graduate student. An excellent performance. The analysis and/or argument is interesting, clear, logical, and sound. However, it is not as original, or the analysis and argument is not as in-depth as an “A” paper. The analysis, argument, or approach is not as well researched and supported as in an “A” paper.

B+ = Very good performance for a graduate student. A very good performance. The analysis, approach, argument is reasonably clear. The ideas are not as clearly expressed as in the “A” or “A-” categories, but the analysis, approach, or argument contains some interesting points. There are some supporting references from primary sources; however, more supporting references would have strengthened the analysis, argument, or approach.

B = Good performance for a graduate student. A good performance that demonstrates a competent grasp of the course material. The analysis, approach, or argument is not as effectively structured as it should have been. There are a few interesting ideas or points within the paper. However, the analysis, approach, or argument would have been strengthened with more thought, insight, creativity, and organization. The applicable theories and concepts are briefly covered in the key points of the analysis, the approach, or the argument. However, serious improvement in these areas is required. Reliance more on secondary data sources than primary sources of data. The ideas are not as clearly expresses as in the “B+” category above.

B- = Above Average performance for a graduate student. An above average performance. Performance indicates a competent understanding, but not to the degree as indicated in the “B” grade category above. Argument, approach, or analysis primarily based on secondary reference sources. There are some problems with the organization and structure of the argument, analysis, or approach.

C+ = A marginally above-average performance for a graduate student. The structure and organization of the approach, analysis, or argument is often ineffective, unclear or unpersuasive. The central theme is either absent or unclear. Supporting references are based solely on secondary sources. Performance is not to the “B-“ grade level above.

C = Average performance for a graduate student. An average level of performance that indicates an acceptable comprehension of the basic concepts and theories being studied. The argument, approach, or analysis is sometimes incoherent with significant organizational and structural problems. Communication is an acceptable level for a university student. Supporting references are limited and based solely on secondary sources.

C- = Below-average performance for a graduate student. A below-average performance based on deficient studying of the course material and secondary research sources. Significant grammar, style, and punctuation errors to the degree that communication is unclear. There is no identifiable approach, argument, or analysis.

D+ = Poor performance for a graduate student. A poor level of performance with very little evidence of organization and structure. Serious grammar, punctuation, and style errors. Very little evidence of an argument, analysis, or approach.

D = Very poor performance for a graduate student. A very poor level of performance. There is virtually no evidence of a thoughtful expression of analysis, argument, or approach. Incoherent and unclear communication, structure, and organization.

F = Failing performance for a graduate student. Work is not acceptable and/or timely. Academic credit is not earned. Performance borders on plagiarism.

Course Grade Weighting:

Category	Percent	Point(s)
Individual: Syllabus Confirmation and Understanding Assignment	0.50%	0.50
Group: OB Related Current Event, Issue Based on Topic for the Session (x12, 1 point each)	12%	12
Individual: Group Name Reflection Paper (1-2 pages)	3%	5
Individual: Self-Assessment Exercises (16 x 0.50 points per assessment based on Partial/Full CR points)	8%	8
Individual: Homework Assignments (Cases & Exercises)(11 x 2 points each, graded A-F scale)	22%	22
Individual: In-Class Key Terms (x2 per class session, 28 total, 0.25 points each, 0.50 points per class)	14%	14
Group Role-Playing Mini-Case Scenario (1 of 6): For the Scenario Presentation to Class & a 1-2 page Individual Reflection Paper (Graded A-F scale).	4%	4
3-Student Role-Playing “Saying What Needs to be Said”: Group exercise and each individual group member will complete and submit an “Observer” form.	5%	5
Learning Group Written Case Analysis & Facilitated Class Discussion (Point value per case will depend on student enrollment on the first day of class)	25%	25
Individual: Gallup’s Strengths-Based Leadership Questionnaire	6.5%	6.5
	100%	100

Format for Submitting Assignments

(1) Write your first, last name, and student ID number at the top of your paper along with the title of the assignment (papers will not be returned without credit if there is no name and/or assignment title).

(1) Use the APA/Chicago-Turabian/MLA guidelines for citing and documenting sources. If you need to refresh your knowledge of these guidelines, there are resources online and in the library. Lincoln's library staff is there to help you locate those resources.

(3) Electronic submission of coursework will be allowed **only if** the student uses his/her Lincoln University e-mail address (user@lincolnucsf.edu).

Academic References

In the United States, Wikipedia is not considered an academic reference in education by most elementary schools, high schools, and colleges. This does not mean you cannot site this as a source much like you would use a magazine or newspaper articles as a reference. You can use these non-academic reference sources to point you in the right direction when you need an academic reference to support your approach, argument, or analysis. One of the best resources you have as a student is the academic databases that are available to you through Lincoln's library.

Schedule & Assignments

<i>Session</i>	<i>Course Outline</i>
August 22	<ul style="list-style-type: none"> • Introduction to course. • Homework (Due at the start of class on 2/29): Read Chapter 1 (Introduction to OB), complete Self-Assessments 1.1 (pg. 6), and be prepared to discuss these during the 1/28 class session. The required text is available at sagepub.com • Homework (Due by the end of class on 2/11): Chapter 1, Exercise 1.1 (Ethical Dilemmas in Cross-Cultural Work)(pg. 26). • Homework (Post on Canvas by 1/28): Group's 1-2 page reflection paper based on your group's name. • Learning Team Selection (Join with 3-6 other students to form a learning team). • In-Class Key Terms (one before the break, and one after the break).
August 29	<ul style="list-style-type: none"> • First 20 min. of class Learning Group Discussion: Select a current business issue/trend/problem in the field of business that is directly related to the concepts discussed in Chapter 1. The group will need to identify the issue and directly connect it to the concept they use for full credit. Evaluation will be zero, partial, or full points based on the completeness of the analysis/topic presented. • Chapter 1 (Introduction to OB): Concepts: Lecture/Class Discussion/Class Exercises. • Homework (Due at the start of class on 2/11): Read Chapters 2, 3, 4, and 5 complete Self-Assessments 2.1 (pg. 35), 3.1 (pg. 73), 4.1 (pg. 113), 5.1 (pg. 142) and be prepared to discuss these during the 2/11 class session. • In-Class Key Terms (one before the break, and one after the break).
September 12	<ul style="list-style-type: none"> • First 20 min. of class Learning Group Discussion: Select a current business issue/trend/problem in the field of business that is directly related to the concepts discussed in Chapter 2. The group will need to

	<p>identify the issue and directly connect it to the concept they use for full credit. Evaluation will be zero, partial, or full points based on the completeness of the analysis/topic presented.</p> <ul style="list-style-type: none"> • Chapters 2 (Culture & Diversity), 3 (Self-Awareness, Personality, Emotions, and Values) and 4 (Perception and Attribution), and 5 (Motivation & Engagement) Concepts: Lecture/Class Discussion/Class Exercises. • Homework (Due at the start of class on 2/18): Read Chapter 6, complete Self-Assessment 6.3 (Stress Inventory)(pg. 181), and be prepared to discuss this during class on 2/18. • Homework (Due at the end of class on 2/18): Chapter 2, Exercise 2.2 (What Is Your Primary Cultural Background)(pg. 63). • Homework: (Due at the end of class on 2/18): Chapter 3, Case 3.1 (Privatizing the Cafeteria)(pg. 104). • Homework (Due at the start of class on 2/18): Case 5.1 (SOS in DHS)(pg. 166). • In-Class Key Terms (one before the break, and one after the break).
September 19	<ul style="list-style-type: none"> • First 20 min. of class Learning Group Discussion: Select a current business issue/trend/problem in the field of business that is directly related to the concepts discussed in Chapter 3. The group will need to identify the issue and directly connect it to the concept they use for full credit. Evaluation will be zero, partial, or full points based on the completeness of the analysis/topic presented. • Homework: Study Chapters 6 & 7: Terms of Trade or Incoterms and Terms of Payment. • Individual Homework Assignment: Entry Strategy. DUE: Post to Canvas anytime on September 26. • Chapters 4 & 5 Presentation. • In-Class Key Terms (one before the break, and one after the break).
September 26	<ul style="list-style-type: none"> • First 20 min. of class Learning Group Discussion: Select a current business issue/trend/problem in the field of business that is directly related to the concepts discussed in Chapter 5. The group will need to identify the issue and directly connect it to the concept they use for full credit. Evaluation will be zero, partial, or full points based on the completeness of the analysis/topic presented. • Homework: Study Chapters 8 & 9: Currency of Payment (Managing Transaction Risks) and International Commercial Documents. • Individual Homework Assignment: INCOTERMS. DUE: Post to Canvas anytime on October 3. • Group Homework Assignment: Bicycle Manufacturing Facility Placement: PRESENTATION ON OCTOBER 10. • Chapters 6 & 7 Presentation. • In-Class Key Terms (one before the break, and one after the break).
October 3	<ul style="list-style-type: none"> • First 20 min. of class Learning Group Discussion: Select a current business issue/trend/problem in the field of business that is directly related to the concepts discussed in Chapter 7. The group will need to identify the issue and directly connect it to the concept they use for full credit. Evaluation will be zero, partial, or full points based on the completeness of the analysis/topic presented.

	<ul style="list-style-type: none"> • Chapter 6 Managing Stress) Concepts: Lecture/Class Discussion/Class Exercises. • HeartMath Software & Application Demonstration. • Homework (Due at the start of class on 2/25): Read Chapter 7, and complete Self-Assessment 7.1 (How Creative Are You?)(pg. 205), and be prepared to discuss in class. • In-Class Key Terms (one before the break, and one after the break).
October 10 (Columbus Day)	<ul style="list-style-type: none"> • First 20 min. of class Learning Group Discussion: Select a current business issue/trend/problem in the field of business that is directly related to the concepts discussed in Chapter 8. The group will need to identify the issue and directly connect it to the concept they use for full credit. Evaluation will be zero, partial, or full points based on the completeness of the analysis/topic presented. • Chapter 7 (Fostering Creativity and Innovation) Concepts: Lecture/Class Discussion/Class Exercises. • Homework (Due at the start of class on 3/3): Read Chapter 8, and complete Self-Assessment 8.1 (A Decision Diagnostic)(pg. 237), and be prepared to discuss these during the 3/3 session. • In-Class Key Terms (one before the break, and one after the break).
October 17	<ul style="list-style-type: none"> • First 20 min. of class Learning Group Discussion: Select a current business issue/trend/problem in the field of business that is directly related to the concepts discussed in Chapter 10. The group will need to identify the issue and directly connect it to the concept they use for full credit. Evaluation will be zero, partial, or full points based on the completeness of the analysis/topic presented. • Chapter 8 (Decision Making) Concepts: Lecture/Class Discussion/Class Exercises. • Homework (Due at the start of class on 3/10): Read Chapter 9, and complete Self-Assessment 9.1 (Communication)(pg. 273), and be prepared to discuss in class. • Homework (Due at the start of class on 3/10): Case 8.3 (Relocating Regional Offices Overseas)(pg. 263). • In-Class Key Terms (one before the break, and one after the break).
October 24	<ul style="list-style-type: none"> • First 20 min. of class Learning Group Discussion: Select a current business issue/trend/problem in the field of business that is directly related to the concepts discussed in Chapter 11. The group will need to identify the issue and directly connect it to the concept they use for full credit. Evaluation will be zero, partial, or full points based on the completeness of the analysis/topic presented. • Homework (Due at the start of the class on 3/24): Read Chapter 10 (Working in Groups), complete Self-Assessment 10.3 (Emotional Intelligence in Teams)(pg. 325), and be prepared to discuss these during the 3/24 session. • Homework (Due at the start of class on 3/24): Exercise 9.1 (A Dispersed Workplace)(pg. 297). • In-Class Key Terms (one before the break, and one after the break).
October 31	<ul style="list-style-type: none"> • First 20 min. of class Learning Group Discussion: Select a current business issue/trend/problem in the field of business that is directly related to the concepts discussed in Chapter 12. The group will need

	<p>to identify the issue and directly connect it to the concept they use for full credit. Evaluation will be zero, partial, or full points based on the completeness of the analysis/topic presented.</p> <ul style="list-style-type: none"> • Chapter 10 (Working in Groups and Teams) Concepts: Lecture/Class Discussion/Class Exercises. • Homework: (Due at the start of class on 3/31): Read Chapter 11, complete Self-Assessment 11.1 (How Do You Behave in Conflict)(pg. 339), and be prepared to discuss these in class. • Rath Strength-Based Leadership Questionnaire Due Today. You need to turn in: The one-page paper that has your name and your Top-5 strengths on it. Do not submit your 20+ page full report. In addition, submit the class demographic sheet that can be found in the “files” section in Canvas. If you do not submit them together, you will not receive credit for this assignment. This is the one assignment that needs to be completed by the due date because we will be analyzing the data as part of the presentation on 4/14. You can turn this assignment in early. • In-Class Key Terms (one before the break, and one after the break).
November 7	<ul style="list-style-type: none"> • First 20 min. of class Learning Group Discussion: Select a current business issue/trend/problem in the field of business that is directly related to the concepts discussed in Chapter 13. The group will need to identify the issue and directly connect it to the concept they use for full credit. Evaluation will be zero, partial, or full points based on the completeness of the analysis/topic presented. • Chapter 11 (Managing Conflict and Negotiation) Concepts: Lecture/Class Discussion/Class Exercises. • Interpersonal Relationship Group Role-Playing Mini-Case Simulations (Each group will present one). • Homework: (Due at the start of class on 4/7): Read Chapter 12, complete Self-Assessments 12.1 (What Makes a Good Leader)(pg. 371), 12.2 (What Is Your Leadership Style)(pg. 375), and be prepared to discuss these during the 4/7 session. • Homework (Due at the start of class on 4/7): Case 11.1 (Conflict in an Emergency Evacuation)(pg. 364). • In-Class Key Terms (one before the break, and one after the break).
November 14	<ul style="list-style-type: none"> • First 20 min. of class Learning Group Discussion: Select a current business issue/trend/problem in the field of business that is directly related to the concepts discussed in Chapter 14. The group will need to identify the issue and directly connect it to the concept they use for full credit. Evaluation will be zero, partial, or full points based on the completeness of the analysis/topic presented. • Chapters 12 (Leadership: Classic to Contemporary) Concepts: Lecture/Class Discussion/Class Exercises. • Homework: (Due at the start of class on 4/22): Read Chapter 13, Self-Assessment 13.1 (Your Understanding of Politics & Power)(pg. 404). • Homework (Due at the start of class on 4/22): Exercise 12.4 (Transactional Versus Transformational Leadership)(pg. 394). • In-Class Key Terms (one before the break, and one after the break).
November 21	<ul style="list-style-type: none"> • First 20 min. of class Learning Group Discussion: Select a current business issue/trend/problem in the field of business that is directly

	<p>related to the concepts discussed in Chapter 15. The group will need to identify the issue and directly connect it to the concept they use for full credit. Evaluation will be zero, partial, or full points based on the completeness of the analysis/topic presented.</p> <ul style="list-style-type: none"> • Chapter 13 (Organizational Power and Politics) Concepts: Lecture/Class Discussion/Class Exercises. • Homework: (Due at the start of class on 4/21): Read Chapter 14, Self-Assessment 14.1 (Identify Your Strategic Management Type)(pg. 436). • Homework Exercise (Due at the start of class on 4/21): 13.2 (The Politics of Measurement)(pg. 429). • In-Class Key Terms (one before the break, and one after the break).
November 28	<ul style="list-style-type: none"> • Chapter 14 (Organizational Strategy and Structure) Concepts: Lecture/Class Discussion/Class Exercises. • Interpersonal Relationship Group Role-Playing Mini-Case Simulations (Each group will present one of six). • Homework: (Due at the start of class on 4/28): Read Chapter 15, Self-Assessment 15.1 (Your Orientation Toward Change)(pg. 476). • Homework Exercise (Due at the start of class on 4/28): Case 14.2 (Bound by Structure)(pg. 466). • In-Class Key Terms (one before the break, and one after the break).
December 5	<ul style="list-style-type: none"> • Chapter 15 (Organizational Culture and Change) Concepts: Lecture/Class Discussion/Class Exercises. • Group Role-Playing Exercise (Parts 1-3) (Saying what needs to be said)(All groups will participate in this exercise). Due date for completed forms is 5/5. • Homework Exercise (Due at the start of class on 5/5): 15.2 (An Approach to Leading Change)(pg. 501).