



Universitat de Lleida

DEGREE CURRICULUM  
**ORGANIZATIONAL BEHAVIOR**

Coordination: VINTRO SANCHEZ, CARLA

Academic year 2019-20

Subject's general information

<b>Subject name</b>	ORGANIZATIONAL BEHAVIOR			
<b>Code</b>	102403			
<b>Semester</b>	1st Q(SEMESTER) CONTINUED EVALUATION			
<b>Typology</b>	<b>Degree</b>	<b>Course</b>	<b>Character</b>	<b>Modality</b>
	Bachelor's degree in Industrial Organization and Logistics Engineering	3	COMPULSORY	Attendance-based
<b>Course number of credits (ECTS)</b>	6			
<b>Type of activity, credits, and groups</b>	<b>Activity type</b>	PRAULA		TEORIA
	<b>Number of credits</b>	3		3
	<b>Number of groups</b>	1		1
<b>Coordination</b>	VINTRO SANCHEZ, CARLA			
<b>Department</b>	BUSINESS ADMINISTRATION			
<b>Teaching load distribution between lectures and independent student work</b>	Classroom hours: 60 hours Autonomous work: 90 hours			
<b>Important information on data processing</b>	Consult <a href="#">this link</a> for more information.			
<b>Language</b>	Catalan / Spanish			
<b>Distribution of credits</b>	Theoretical: 3 ECTS Room practices: 3 ECTS			

Teaching staff	E-mail addresses	Credits taught by teacher	Office and hour of attention
VINTRO SANCHEZ, CARLA	carla.vintro@udl.cat	6	

## Subject's extra information

Subject that is studied in the 2nd semester of the 3rd year of the Degree in Industrial and Logistics Organization. It corresponds to the Subject "Business Management" within the Module "Specific Technology Training: Industrial and Logistics Organization".

Subject that requires continuous work throughout the semester in order to achieve the stated goals. Critical thinking and abstract reasoning abilities are required.

It is recommended to frequently visit the Virtual Campus space associated with the subject as all the corresponding information is announced.

## Learning objectives

The aim of this subject is to introduce students to the field of study of Organizational Behavior. The main purpose of Organization Behavior is to enable organizations and their managers to improve productivity, reduce levels of absenteeism and staff-turnover, and increase satisfaction and motivation of employees.

Learning outcomes:

- Acquire knowledge about organizations and the role they play in society.
- Know motivation, teamwork and conflict management tools.
- Understand the importance of intercultural communication and multicultural work teams.
- Learn concepts related to work-related pathologies and techniques to reduce anxiety.

## Competences

B02: That students know how to apply their knowledge to their work or vocation in a professional manner and possess the skills that are usually demonstrated through the elaboration and defense of arguments and the resolution of problems within their area of study.

B04: That students can transmit information, ideas, problems and solutions to a specialized and non-specialized public.

CE21: To acquire capacity to manage human resources and risk prevention and safety at work.

CE23: To acquire capacity to design organizational systems and job assessment.

## Subject contents

### Topic 1: Theory of organization

- Theories of Organizational Behavior: classical organization theory, scientific management theory, bureaucratic theory, neoclassical organization theory, contingency theory, systems theory.

- Structure and design of organizations.

## **Topic 2: Context of organizations and organizational culture**

- Organizations' goals and effectiveness.
- Global environment of organizations.
- Organizational technology.
- Organizational culture: Typologies of organizational culture.
- Organizational culture and change management.
- Stereotypes and prejudices.

## **Topic 3: Teamwork and effective communication**

- Teamwork.
- Types of teamwork in organizations and their characteristics.
- Leadership and effective communication.
- Assertive communication and feedback.

## **Topic 4: Job motivation**

- Theories of job motivation.
- Techniques for job motivation.

## **Topic 5: Conflicts management**

- Conflicts within organizations.
- Effective management of conflicts.

## **Topic 6: Work meeting and new forms of work**

- Types of work meetings.
- The scrum meetings.
- The meeting minutes report.
- The new forms of work.

## **Topic 7: Work pathologies**

- Work vs. health.
- Work pathologies.
- Techniques for reducing anxiety.
- Positive thinking.

## **Topic 8: Cultural crossing**

- Intercultural communication.
- Multicultural teamwork.
- Diversity management: benefits and challenges.
- Good practices.

## **Methodology**

The course will be taught with a combination of master lessons and practical activities that will involve lectures and article analyses, case study analyses, self-analysis techniques and group dynamics.

The usual format of the sessions will consist of a first part of explanation of the main concepts, and then a practical classroom-guided activity that will allow students to internalize and consolidate the concepts discussed in the session.

Most activities will be developed in work teams, and in some sessions group dynamics will be made. If possible, external visits and / or seminars will also be performed.

The time distribution of dedications will be:

Activity	Classroom activity		Homework activity		Total time
	Goals	Hours	Student work	Hours	Hours/ECTS
Master class	Explanation of concepts	30	Study: know, understand and synthesize knowledge	45	75
Problems and case studies	Case study analyses, article analyses, group dynamics, ...	30	Solve study cases	45	75
Totals		60		90	150

## Development plan

### Week 1: Theory of Organizational Behavior

Introduction to the subject. Theories of Organizational Behavior. Structure and design of organizations.

### Week 2: Context of organizations and organizational culture

Global environment of organizations and Organizational culture. Typologies of organizational culture. Organizational culture and change management. Stereotypes and prejudices. Activity: Article analysis.

### Week 3: Context of organizations and organizational culture (cont.)

Activity: Conceptual mapping of the organizational culture of a company. Activity: Group dynamics.

### Week 4: Leadership and Teamwork

Teamwork. The perfect Leader. Activity

### Week 5: Leadership and Teamwork

Activity: Team Trust Canvas.

### Week 6: Effective communication

Transactional model of communication and effective communication. Listening levels. The bus game. The story game. Empathy and assertiveness. Activity: Group dynamic. Feedback. The syndrome of the emperor's new dress. Activity: Article analysis.

### Week 7: Motivation

Theories of motivation. Classroom activity.

### Week 8: Motivation

Theories of motivation. Classroom activity.

### Week 9: Exam 1

### Week 10: Conflicts management

Conflicts within organizations. Effective management of conflicts. Activity: Case study.

## **Week 11: Work meeting and new forms of work**

Work meeting. Characteristics. Types of work meetings. Activity: Group dynamic. Activity: Article analysis. The new forms of work. Research activity.

## **Week 12: Work pathologies**

Work vs. health. Work pathologies. Activity: Article analysis. Techniques for reducing anxiety. Research activity. Positive thinking.

## **Week 13: Cultural crossing**

Intercultural communication. Multicultural teamwork. Diversity management: benefits and challenges. Good practices.

## **Week 14: Course project (follow-up session). Tutoring**

## **Week 15: Course project (follow-up session). Tutoring**

## **Week 16: Exam 2**

## **Evaluation**

Exam 1: 30%

Exam 2: 30%

Portfolio: 40%

Portfolio is a form of evaluation that allows monitoring of the learning process and that allows continuous improvement throughout the process. It is a collection of all activities that demonstrate the knowledge and skills acquired. Portfolio activities will be held mostly in the classroom. You need to take care of spelling, syntax and presentation in general, always indicating the bibliography.

## Bibliography

Robbins, S.P. (2004). **Comportamiento organizacional**. Pearson.

Davis, K. i Newstrom, J.W. (1999). **Comportamiento humano en el trabajo**. McGraw-Hill.