

Course Outline

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| Course Code | RSM 260 H1 S |
| Course Name | Organizational Behaviour |
| Term, Year | Winter, 2023 |
| Course Meets | L0101 M 9-11 WO20 Christianson L0201 M 11-1 WO20 Christianson L0301 W 9-11 WO30 Lloyd-Smith L0401 W 11-1 WW121 Newman L0501 W 1-3 LA248 Newman L0601 T 3-5 RT 142 Newman L5101 T 5-7 RT 142 Newman |
| Web page URL | https://q.utoronto.ca |

Instructor Details

| Name | Email | Office Hours | Virtual Office Link |
|----------------------|--|----------------|---------------------|
| Marlys Christianson | marlys.christianson@rotman.toronto.ca | Th 1-2 | Zoom |
| George Newman | george.newman@rotman.toronto.ca | By appointment | Zoom |
| McKenzie Lloyd-Smith | m.lloyd.smith@rotman.toronto.ca | By appointment | Zoom |

Course Scope, Mission and Learning Outcomes

This course is designed to provide you with an in-depth introduction to the field of organizational behaviour. Organizational behaviour is the study of how individuals and groups impact behaviour within an organization. The goal of this course is for you to become familiar with organizational behaviour research and theory, and to be able to think critically about organizations and their effectiveness.

As future employees and managers, you will encounter a broad range of workplace issues involving individuals, groups, and the organization as a whole. Successfully navigating each of these challenges will require a keen understanding of individual psychology, group and team dynamics, and organizational structure. And you will need to be aware of how these areas fit into your working life. Therefore, to get the most out of this course, you are encouraged to think of yourself not as a student, but as a “manager in training.” Key topics will include understanding individual differences, motivating and leading employees, working in effective groups, ethics and negotiations, among others.

Since your organizational experience is somewhat limited at this stage, we will do our best to create activities that help you apply your learning to the real world. Our goal is that you learn as much as possible about organizational behaviour that you can actually use in your own life.

Course Prerequisites

Completion of the Rotman Commerce Guaranteed Admission requirements.

Course Materials

Required Readings

Colquitt, J., LePine, J. A., Wesson, M. J., & Gellatly, I. R. *Organizational Behavior: Improving Performance and Commitment in the Workplace* (7th edition). New York, NY: McGraw-Hill Irwin. This is the best textbook for an introductory organizational behaviour course. Designed more for a two-term course instead of one, you will be reading selected chapters. This text is available in print or online.

This text is available through the University of Toronto Bookstore – **see the link in the Modules section of Quercus for your course to purchase the e-book or hard copy of the textbook.**

Evaluation and Grades

Grades are a measure of the knowledge and skills developed by a student within individual courses. Each student will receive a grade on the basis of how well they have command of the course materials, skills and learning objectives of the course.

| Work | Percentage of grade | Due Date |
|----------------------|---------------------|--|
| Reaction assignments | 5% | Ongoing |
| Midterm assessment | 25% | Monday Feb 13 10am to Tuesday Feb 14 10am |
| Group project | 22% | Due before class the week of April 3, 2023. |
| Research credit | 3% | April 7, 2023. |
| Final assessment | 45% | TBA |

REACTION ASSIGNMENTS

For each class, you will be expected to turn in a short reaction paper in response to that week's assignment. You will receive a pass/fail grade on each assignment. Unless otherwise specified, to get a passing grade, you should write about 2-3 paragraphs explaining (a) what you found interesting, surprising, or confusing, and (b) how what you've learned relates to your own life both in terms of experiences you have already had and in terms of experiences you could potentially have in the future.

In total, reaction papers will be worth 5% of your grade. We highly encourage you to complete all reaction paper assignments. They are designed to help you prepare for class, enhance your learning, and assist you in working on your critical thinking and writing skills. Yet, we recognize that "things happen". Therefore, you will be allowed to not submit or receive a fail grade on up to two reaction papers in total and still receive the full 5 points. Note: **You will need to electronically submit each reaction paper on Quercus before class starts.**

GROUP PROJECT

The topics and theories we cover in class pertain to real-world organizational issues. This assignment is intended to enhance your knowledge of how organizational behaviour can apply

to the real issues that organizations and employees are facing, while improving your ability to work in a team while being innovative and creative.

You will be assigned (by the instructor) to a group with approximately five other students in your section, depending on class size.

Together, you will locate and analyze a news article in a mainstream, North American newspaper or magazine that relates to a theory or topic we discuss in class (that is, directly relates to an issue within an organization, or by a manager or employee of an organization). NOTE: you should not pick a summary type article that already applies organizational behaviour theories to the phenomenon (topic from the news) that you are interested in discussing (i.e., Harvard Business Review article, etc). Your group will create either a podcast or informative video that presents a listener/viewer with the important facts pertaining to the real-world, organizational event. As “experts” in OB, you will also provide commentary and analysis that explains to the audience how a particular organizational concept or theory that we discuss in class helps explain what happened, why it happened, and what the organization could have done to improve upon the situation (or if they did something right, why they got it right).

To help make sure your group is on the right track and to help with logistics, we will try to devote some class time to teams working together on their group projects. During this time, you are highly encouraged to ask questions of your instructor about your topic and plans.

Finished Product Details:

The finished product should be between 10-15 minutes.

To bring the podcast/video to life, you can have people act out roles (as if they were part of the event being explored. For example, you can “interview” an “employee” working at the focal organization). If you do this, please make sure you make it clear to the audience somewhere that it is an “actor portrayal” so there is no misunderstanding.

Your project grade will be based on the analysis you provide (a rubric is provided below)

Although you’re encouraged to be creative the finished product must:

1. Summarize the article. For example:
 - What is the issue the organization, manager or employee is facing?
 - Why did the issue come about? What is the brief history of the issue?
 - Why is this good/bad for the employee and/or organization?
2. Answer: What are the OB theories/topics that relate to this issue?
 - Briefly summarize the one to two theories that you will use to help explain the issue. While there may be many related theories, it is best to limit yourself to the most relevant ones to be able to clearly explain and provide enough detail for your grade. Include definitions.
3. Apply the OB theories/topics to the issue
 - Clearly explain how the theories/topics apply to the issue. Use examples from the article to make it clear that you understand how the theory/topic applies to this situation. Analyze the situation based on what you know from class.
4. Recommendations and conclusions
 - Based on what you know about OB, what can you recommend to the employee or organization to improve their situation? Or, in the case of a positive example, what can

you suggest for other organizations based on what you learned from this situation and your knowledge about OB?

When your group submits the finished product to the instructor, one person from your group will need to provide a copy of the article your group used as the basis of your podcast/video.

Marking rubric (raw scores)

| | |
|---|----|
| Theory/topic accuracy, definitions, understanding, and choice appropriateness | 10 |
| Application (accuracy and explanation) and analysis | 10 |
| Conclusion and recommendations | 5 |
| Presentation quality (sound clarity, editing, etc.) and following directions. | 2 |
| Creativity | 3 |

RESEARCH CREDIT

Marketing and Organizational Behaviour researchers run experimental studies to test theories about human behaviour. The research requirement is intended to supplement this course's material, by giving you direct exposure to research in these fields. You may fulfill this requirement by:

1. Participation in three hours (credits) of research studies, or
2. Analysis of three research articles, or
3. A combination of research studies and article analyses

Note, this is not an extra credit assignment; credit-hours of participation translate into real percentage values, as determined by the professor (check your syllabus). You will receive one credit for each one-hour of research participation you complete, or per each article analysis you write.

USING SONA: PRE-REGISTERED ACCOUNT AND COURSE REGISTRATION

To participate in a research study, you will need to sign into our Rotman Behavioural Research Lab (BRL) research participation website (SONA): <https://rotman.sona-systems.com/>. Please add both the SONA Admin (rotman-admin@sona-systems.net) and Behavioural Research Lab (Behavioural.Lab@rotman.utoronto.ca) email addresses to your contact list. This will ensure that registration, password reset links, and important updates regarding your account/study participation are not mistakenly marked as spam.

Former Participants: those with existing BRL credit-pool accounts on SONA can use their previous credentials to log-in, and immediately begin registering for courses and studies. New Users: your account has already been created for you by our Lab Manager. This account is linked to your "[Username]@mail.utoronto.ca" email address, and a link to complete the registration has been sent to that address.

Trouble Logging In: if you have overlooked your password registration link, or forgotten details of your log-in information, please use the "Forgot Password" feature on the SONA log-in page to have these credentials sent to your email.

Please familiarize yourself with the "Student Guide," made available to you by your professor. This guide, as well as the FAQ on SONA, cover all the pertinent steps and criteria for completing your participation requirement through either study participation or article analyses. Feel free to email Behavioural.Lab@rotman.utoronto.ca if you have any questions,

Research opportunities for the Winter session are anticipated to begin the week of **January 16th, 2023**, and end on **April 7th, 2023**.

MIDTERM AND FINAL ASSESSMENTS

More information will be provided in class – these will be online short answer exams.

Course Format and Expectations

Writing Assignments or Presentations

Writing assignments such as the reaction assignment, reflections, and group project are intended to help you develop your communication skills. How well you communicate your ideas, in writing or orally, will be considered in the evaluation of the assignment. In your written assignments, you should aim for clarity, strong organization, concision, professionalism, and correct grammar. Your presentations should reflect strong planning and organization, clarity of speech, and an engaging demeanour. Sources, whether in written or presentation assignments, should always be correctly attributed.

Support is available through the RC Centre for Professional Skills (CPS) for students who would like help or feedback on their writing or speaking (presentations). CPS offers both individual and group appointments with trained writing instructors and presentation coaches who are familiar with the RC program and common types of business assignments. You can also access your college Writing Centres for help with written assignments.

You can [book an appointment with a writing or presentation coach](#) through the RC Centre for Professional Skills Writing Centre. For more information about writing centres, student supports, and study resources, see the [Writing and Presentation Coaching academic support page](#).

Team or Group Assignments

The group project requires students to work in teams of 5-7, which will be assigned by the instructor. Learning to work together in teams is a crucial transferrable skill you will use not only in your coursework, but also in your future careers. Support is available if you encounter common teamwork challenges such as:

- Team members feeling left out of the team.
- Team members not responding in a timely manner to communication.
- Division or quality of work among team members being unequal or unfair.

Consult the [Centre for Professional Skills Teamwork Resources page](#) for tips, strategies, and best practices. You can also [book an appointment with a teamwork mentor](#) through the RC Centre for Professional Skills Writing Centre. Teamwork mentors can help you resolve or mitigate conflict, strategize on planning, or improve team communication.

If you are a student registered with Accessibility Services, and extensions are one of your academic accommodations, consult with your Accessibility Advisor about the teamwork in this course.

Missed Tests and Assignments (including mid-term and final-term assessments)

Students who miss a test or assignment for reasons entirely beyond their control (e.g. illness) may request special consideration.

In such cases, students must:

1. Notify the instructor AND the Rotman Commerce Program Office **on the date** of the missed course deliverable, e.g. missed test, final assessments, assignment or class (in the case of participation marks).
2. Complete a [Request for Special Consideration Form](#) and submit it along with your Absence Declaration on [ACORN](#) (please read the instructions on how to use the Absence Declaration in ACORN) within **2 business days** of the originally scheduled course deliverable. Please email your documents to rotmancommerce.info@utoronto.ca

Students who do not provide this information will be given a grade of 0 (zero) for the missed course deliverable.

If you cannot complete the midterm test because of an excused absence, the value of the midterm test will be transferred to the final exam that will then account for 70% of your final grade.

Late Assignments

Reaction assignments will not be given credit if submitted late. Beyond the two reaction assignment students are permitted to miss, if a student is unable to submit a reaction assignment due to reasons beyond their control, the student must notify the instructor by the date and time that the assignment is due for consideration for an exemption; exemptions may be granted on a case-by-case basis.

Late submission of the group project will be penalized by 50% if the assignment is not received on the specified date, at the specified time. A further penalty of 10% will be applied to each subsequent day.

Students who, for reasons beyond their control, are unable to submit an assignment by its deadline must obtain approval from the instructor for an extension. Supporting documentation will be required as per the policy on missed tests and assignments.

Statement on Equity, Diversity and Inclusion

The University of Toronto is committed to equity, human rights and respect for diversity. All members of the learning environment in this course should strive to create an atmosphere of mutual respect where all members of our community can express themselves, engage with each other, and respect one another's differences. U of T does not condone discrimination or harassment against any persons or communities.

Commitment to Accessibility

The University is committed to inclusivity and accessibility, and strives to provide support for, and facilitate the accommodation of, individuals with disabilities so that all may share the same level of access to opportunities and activities offered at the University.

If you require accommodations for a temporary or ongoing disability or health concern, or have any accessibility concerns about the course, the classroom or course materials, please [email Accessibility Services](#) or [visit the Accessibility Services website for more information](#) as soon as possible. Obtaining your accommodation letter may take up to several weeks, so get in touch with them as soon as possible. If you have general questions or concerns about the accessibility of this course, you are encouraged to reach out to your instructor, course coordinator, or Accessibility Services.

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Normally, students will be required to submit their course essays to the University's plagiarism detection tool for a review of textual similarity and detection of possible plagiarism. In doing so, students will allow their essays to be included as source documents in the tool's reference

database, where they will be used solely for the purpose of detecting plagiarism. The terms that apply to the University's use of this tool are described on the [University's Plagiarism Detection Tool FAQ](#) page from Centre for Teaching Support & Innovation.

Academic Integrity

Academic Integrity is a fundamental value essential to the pursuit of learning and scholarship at the University of Toronto. Participating honestly, respectfully, responsibly, and fairly in this academic community ensures that the U of T degree that you earn will continue to be valued and respected as a true signifier of a student's individual work and academic achievement. As a result, the University treats cases of academic misconduct very seriously.

[The University of Toronto's Code of Behaviour on Academic Matters](#) outlines the behaviours that constitute academic misconduct, the process for addressing academic offences and the penalties that may be imposed. You are expected to be familiar with the contents of this document. Potential offences include, but are not limited to:

In papers and assignments

- Using someone else's ideas or words without appropriate acknowledgement.
- Submitting your own work in more than one course without the permission of the instructor.
- Making up sources or facts.
- Obtaining or providing unauthorized assistance on any assignment (this includes collaborating with others on assignments that are supposed to be completed individually).

On test and exams

- Using or possessing any unauthorized aid, including a cell phone.
- Looking at someone else's answers.
- Misrepresenting your identity.
- Submitting an altered test for re-grading.

Misrepresentation

- Falsifying institutional documents or grades.
- Falsifying or altering any documentation required by the University, including (but not limited to) medical notes.

All suspected cases of academic dishonesty will be investigated by the procedures outlined in the *Code of Behaviour on Academic Matters*. If you have any question about what is or is not permitted in the course, please do not hesitate to contact the course instructor. If you have any questions about appropriate research and citation methods, you are expected to seek out additional information from the instructor or other U of T or RC resources such as the RC Centre for Professional Skills, the College Writing Centres or the Academic Success Centre.

Email

At times, the course instructor may decide to communicate important course information by email. As such, all U of T students are required to have a valid UTmail+ email address. You are responsible for ensuring that your UTmail+ email address is set up and properly entered on ACORN. For more information visit the [Information Commons Help Desk](#).

Forwarding your utoronto.ca email to a Gmail or other type of email account is not advisable. In some cases, messages from utoronto.ca addresses sent to Gmail accounts are filtered as junk mail, which means that important messages from your course instructor may end up in your spam or junk mail folder.

Recording Lectures

Lectures and course materials prepared by the instructor are considered by the University to be an instructor's intellectual property covered by the Canadian Copyright Act. Students wishing to record a lecture or other course material in any way are required to ask the instructor's explicit permission, and may not do so unless permission is granted. Students who have been previously granted permission to record lectures as an accommodation for a disability are excepted. This includes tape recording, filming, photographing PowerPoint slides, Quercus materials, etc.

If permission for recording is granted by the instructor (or via Accessibility Services), it is intended for the individual student's own study purposes and does not include permission to "publish" them in any way. It is forbidden for a student to publish an instructor's notes to a website or sell them in any other form without formal permission.

Weekly Schedule

| Session | Date | Topic | Readings |
|--|----------------|---|---|
| 1 | Week of Jan 9 | Introduction to Organizational Behaviour | Chapter 1, Course Outline |
| 2 | Week of Jan 16 | Personality and Job Satisfaction | Chapter 9 and Chapter 4 |
| 3 | Week of Jan 23 | Motivation and Job Design | Chapter 6 |
| 4 | Week of Jan 30 | Groups and Teams | Chapter 11 and Chapter 12 |
| 5 | Week of Feb 6 | Midterm Review Course Feedback | |
| 6 | Week of Feb 13 | Midterm Online exam: Monday Feb 13 10am to Tuesday Feb 14 10am exam NOTE: no lecture this week | |
| Reading Week Feb 20-24 (no classes this week) | | | |
| 7 | Week of Feb 27 | Leadership and Perception | Chapter 14 |
| 8 | Week of Mar 6 | Power and Ethics | Chapter 13 (sections 13.1 and 13.2 only), Chapter 7 (section 7.5 only) |
| 9 | Week of Mar 13 | Organizational Communication, Socialization, and Culture | Chapter 16 |
| 10 | Week of Mar 20 | Judgment and Decision-Making | Chapter 8 |
| 11 | Week of Mar 27 | Negotiation | Chapter 13 (section 13.6 only) |
| 12 | Week of Apr 3 | Final review | |

**Please note that the last day you can drop this course without academic penalty is
March 19, 2023.**

Other Useful Links

- [Become a volunteer note taker](#)
- [Accessibility Services Note Taking Support](#)
- [Credit / No-Credit in RSM courses](#)
- [Rotman Commerce Academic Support](#)

URL links for print

- Book an appointment with a writing or presentation coach: <http://uoft.me/writingcentres>
- Writing and Presentation Coaching academic support page: <https://rotmancommerce.utoronto.ca/current-students/academic-support/writing-and-presentation-coaching/>
- Centre for Professional Skills Teamwork Resources page: <https://rotmancommerce.utoronto.ca/teamwork-resources>
- Book an appointment with a Teamwork Mentor: <http://uoft.me/writingcentres>
- Request for Special Consideration Form: <https://rotmancommerce.utoronto.ca/current-students/forms-requests-and-appeals/forms/>
- ACORN: <http://www.acorn.utoronto.ca/>
- Email Accessibility Services: accessibility.services@utoronto.ca
- Accessibility Services website: <http://studentlife.utoronto.ca/as>
- University's Plagiarism Detection Tool FAQ: <https://uoft.me/pdt-faq>
- The University of Toronto's Code of Behaviour on Academic Matters: <http://www.governingcouncil.utoronto.ca/policies/behaveac.htm>
- Information Commons Help Desk: <http://help.ic.utoronto.ca/category/3/utmail.html>
- Become a volunteer note taker: <https://studentlife.utoronto.ca/program/volunteer-note-taking/>
- Accessibility Services Note Taking Support: <https://studentlife.utoronto.ca/service/note-taking-support/>
- Credit / No-Credit in RSM courses: <https://rotmancommerce.utoronto.ca/current-students/degree-requirements/credit-no-credit-option/>
- Rotman Commerce Academic Support: <https://rotmancommerce.utoronto.ca/current-students/academic-support/>