



COURSE OUTLINE

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Course Name: Organizational Behaviour

Department Head/Coordinator: Michael Tittel

Effective Date: September 2014

School or Centre:		Department:	
School of Hospitality and Business		Hospitality Management Diploma	
Course History:		Year of Study:	
Revised Course		2nd Year Post-secondary	
Name of Replacing Course (if applicable):	HOSP 2212	Course Number:	HOSP 2470
		Number of Credits:	3.0

Course Pre-requisites (if applicable):

Course Co-requisites (if applicable):

HOSP2370 Management Principles

PLAR (Prior Learning Assessment & Recognition) No Yes (details below):

To learn more about the PLAR pathways for this course review the Hospitality Management Diploma Program Content Guide.

Course Description:

This course focuses on individual, group and organizational behavior. Topics include organizational structure, power and politics, technology and environment, strategies for effective leadership, motivational techniques and the effect of personality, perception, values and attitudes on behavior.

Note to instructors: An instructional strategy is an approach that an instructor uses to achieve the learning outcomes (e.g., lecture, case study, video, group work).

Instructional Strategies:

Students will take part in interactive lectures, role plays, case studies, group discussions, projects and other techniques.

Course Learning Outcomes:

Successful students will be able to:

1. Evaluate the opportunities that change creates for organizational behaviour
2. Describe factors that affect organizations competing in a global economy
3. Evaluate a situation to determine if a person is acting ethically and professionally
4. Describe the pillars of morality and the part that empathy plays in moral behaviour
5. Explain how personality influences behaviour in organizations
6. Distinguish between organizational citizenship and deviant workplace behaviour
7. Demonstrate motivation techniques with staff
8. Describe Bandura's social learning theory
9. Design an orientation program
10. Describe the psycho-physiology of the stress cycle
11. Handle personal stress in the workplace
12. Follow a systematic decision-making model and demonstrate how participation can improve decision-making
13. Describe and analyze forms and sources of power in organizations
14. Explain organizational politics
15. Synthesize leadership research into key guidelines for leaders
16. Create a career/life plan that includes career anchors, multiple pathways, psychological contract, mentor-ship and maintenance plans

Program Learning Outcomes:

Upon successful completion of the Hospitality Management Diploma, students will be able to:

1. Communicate effectively as hospitality professionals.
2. Demonstrate leadership competencies in the hospitality sector.
3. Evaluate financial information and financial implications related to business decisions to support the goals of a hospitality enterprise.
4. Act in an ethical manner and practice within the legal framework of the industry.
5. Provide responsible and professional food and beverage services.
6. Supervise front-of-the house and back-of-the house hotel and restaurant operations.
7. Manage basic human relations issues within a hospitality setting.
8. Prepare the basis for a marketing plan and communication strategy.
9. Analyze emerging hospitality industry trends and innovations.
10. Describe the role and scope of the tourism industry, the stakeholders, the five sectors of the industry and their economic impact.
11. Employ sustainability decision-making and practices in their work as hospitality professionals.
12. Apply the theoretical principles and practices of guest and customer services in a hospitality setting.
13. Apply critical thinking and problem solving techniques to make sound management decisions and recommendations.

Evaluation/Grading System *(Click on drop down box arrows to see list of options)*

Grading System	Specify if 'Other':	Specify Passing Grade:
Letter Grades		D (50%)

Components and Weighting of the Assessment/Evaluation Plan: *(Click on drop down box arrows to see list of options)*

Type	Percentage	Evaluation Plan (provide a brief explanation for each component especially if value exceeds 35%):
Assignments	15	
Exam	15	
Other	15	Group Research Project
Midterm Exam	20	
Other	10	Oral Presentation
Final Exam	25	
Total		100

Learning Environment/Type *(Select all that are used within the course)*

Instruction Type	Hours Per Instruction Type	Comments
L - Classroom	45	
Enter Total Hours	45	

Resource Material(s):

Resources are items in addition to tuition that the student is responsible for purchasing. Course resource information will be supplied by the department/instructor.

Course Topics and Sequence Covered:

1. Organizational structure
2. Power and politics
3. Technology and environment
4. Strategies for effective leadership
5. Motivational theories and techniques
6. Effect of personality, perception, values, attitudes and diversity on behaviour
7. Groups and teamwork
8. Perception, personality and emotions
9. Conflict and negotiation
10. Career planning

VCC Education and Education Support Policies

There are a number of **Education** and **Education Support** policies that govern your educational experience at VCC, please familiarize yourself with them.

The policies are located on the VCC web site at:

<http://www.vcc.ca/about-vcc/policies/index.cfm>

To find out how this course transfers, visit the BC Transfer Guide at www.bctransferguide.ca.

FOR COMMITTEE USE ONLY

Date Approved by Education Council:		Date Approved by VCC Board (if applicable):	
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