Instructor: Dr. Neelam Rattan.
Office Location: DMH 318
Telephone: 408-924-5653
Email: Neelam.rattan@sjsu.edu
Office Hours: Tuesday & Wednesday 3:00PM-5:30PM
            Thursday 3:00PM-4:15PM
Class Days/Time: Thursday 4:30PM-7:15PM
Classroom: DMH 353
Prerequisites: PSYC 1

Faculty Web Page and MYSJSU Messaging (Optional)
Copies of the course materials such as the syllabus, major assignment handouts, etc. may
be found on my faculty web page accessible through the Quick Links>Faculty Web Page
links on the SJSU home page. You are responsible for regularly checking with the
messaging system through MySJSU (or other communication system as indicated by the
instructor).

Course Description
This course aims at studying the theory and practice of psychology in organizations and
management. Topics include learning, motivation, perception, attitudes, personality,
stress, groups, culture, careers, communication, leadership, politics, conflict, cooperation,
decision-making and organizational change.
This course covers a balanced approach to research, theory and practice using the foundations of psychology as it applies to organizational behavior.

Course Goals and Student Learning Objectives

Course Learning Objectives:

- To develop analytical and critical evaluation of Management theories and practices in historical perspective.
- To understand and emphasize the relevance of Organizational Justice, Ethics, and Corporate Social Responsibility as well as assess managerial roles and principles, control processes and performance standards.
- To study the interplay of goal setting, planning, and fundamental strategic concerns as well as effective leadership within management cadres of organizations.
- To evaluate critically the impact of personality, perception, learning, emotions and stress on individuals in the work environment.
- To enhance team effectiveness, interpersonal communication, motivation, decision making.
- To understand organizational processes, by assessing the role of creativity, culture, innovation and organizational change.
- To explain the scientist-practitioner model, by training students in conducting scientific inquiry as well as its practical applications.

These course goals and learning objectives will be achieved by the completion of the following assignments and taking the subsequent quizzes.

Course Compass and Direction/Key Deliverables

The goal for the course participant is to acquire management skills, self-awareness as well as awareness of organizational behavior enabling the student of this course to, be able to relate this material to real life business situations and interactions. The course also aims at enhancing both verbal and non-verbal communication skills of the students. There will be lectures as well as discussions of a pre-selected case. Some class discussions will be supplemented with related videos. Students are required to participate in case discussions; part of the grade for this course is directly based on participation in these graded discussions. **Students are required to read the assigned material before class.**

Assignments:

**Group Projects: In-Class Presentations**

These presentations will **take place during the**
second half of class, beginning the September 3rd class and continuing through December 2nd. The students will be divided into groups on the first day of class. Each group will be responsible for presenting the case study and “You Be the consultant” assignment. The groups will support their presentations citing from one recent empirical article for both of these presentations. Each group will be given 20 minutes respectively to present these assignments. The groups are to present their findings and analyses by way of power point presentations three slides respectively for both the presentations).

1) **Case Study Group Discussion**: You will be organized into small groups and discuss the given case amongst your group members before discussing the case as a whole class. Each person in the group is responsible for serving as the discussion facilitator once.

Each week we will cover and discuss as a class one case study from the assigned reading from the week. Cases are a large feature in Psych. 175 as the basis for both in-class discussion and out-of-class assignments. For each case you will be expected to read the material carefully, and think about how you will participate/contribute to the class discussion.

Some questions that you should be prepared to answer are:
What is going on in the case situation? What is the problem? What is your diagnosis? What models/concepts might be helpful in making sense of the problem? How can this problem be solved? What are your recommendations? While there are no perfect answers to case questions, I will judge how well you prepared for the case discussion by the quality of your answers. I will be expecting you to provide comments that are well-thought-out, contribute to class discussion, and display an understanding of arguments made by others in the class. *Those who remain silent or do not contribute to the case discussion will receive a low grade for their participation.*

**How to Prepare for a Case Study Discussion**

- Begin your analysis by reading the case once for familiarity.
- On the second reading, attempt to gain a full command of the facts, strategies, policies, decisions, structures, symptoms, underlying problems or causes, unresolved issues, and roles of key individuals.
- Arrive at a solid evaluation of the organization, based on information in the case, and develop a workable plan of action.

2) **You Be the consultant**: Each week we will cover and discuss as a class one vignette from the assigned reading from the week. You will discuss this vignette in your group and answer the three given questions at the end. In doing so you will communicate with your group members to critically evaluate the stated problem, develop strategies for arriving at viable alternatives and solutions.

**Individual Assignment:**

“In the Workplace and Beyond--” This paper aims at linking readings in this course to your work experience as well as to your future career plans and goals. Details will be explained on the first day of class.
Late Assignments: Assignments turned in after the due dates listed in the syllabus will not receive credit. Students are required to read the assigned material before class.

Exams
There will be 2 mid-term examinations, each covering approximately five class meetings (5 chapters). There will be a cumulative final exam. There will be no make ups for the exams. Exams will comprise of be multiple choice questions.

Required Textbook:
ISBN: 0-13-199238-4

Useful Websites:
www.apa.org
www.siop.org

Classroom Protocol
• Please be on time.
• Please do not hold side conversations when other students or the Instructor is addressing the class.
• In general, it is expected that all members of this class will act respectful at all times.

Cell Phones:
Students will turn their cell phones off or put them on vibrate mode while in class. They will not answer their phones in class.

Computer Use:
In the classroom, I allow students to use computers only for class-related activities. These include activities such as taking notes on the lecture and finding Web sites to which I direct students at the time of the lecture.

Dropping and Adding
Students are responsible for understanding the policies and procedures about add/drops, academic renewal, etc. Information on add/drops are available at http://info.sjsu.edu/web-dbgen/narr/soc-fall/rec-298.html. Information about late drop is available at http://www.sjsu.edu/sac/advising/latedrops/policy/. Students should be aware of the current deadlines and penalties for adding and dropping classes.
Assignments and Grading Policy

Grading: This will be as follows:
Weekly Case Analysis Discussion 100 points
“In the Workplace and Beyond” 100 points
Two Mid Term Exams 100 points
Final exam 100 points
Classroom Participation 50 points
Possible Total Points 450 points

A- 404-418       A 419-433       A+ 434-450
B- 359-373       B 374-388       B+ 389-403
C- 314-328       C 329-343       C+ 344-358
D- 269-283       D 284-298       D+ 299-313
F 0-268

Attendance per se shall not be used as a criterion for grading according to Academic Policy F-69-24.

University Policies

Academic integrity

Students should know that the University’s Academic Integrity Policy is available at http://www.sa.sjsu.edu/download/judicial_affairs/Academic_Integrity_Policy_S07-2.pdf. Your own commitment to learning, as evidenced by your enrollment at San Jose State University and the University’s integrity policy, require you to be honest in all your academic course work. Faculty members are required to report all infractions to the office of Student Conduct and Ethical Development. The website for Student Conduct and Ethical Development is available at http://www.sa.sjsu.edu/judicial_affairs/index.html.

Instances of academic dishonesty will not be tolerated. Cheating on exams or plagiarism (presenting the work of another as your own, or the use of another person’s ideas without giving proper credit) will result in a failing grade and sanctions by the University. For this class, all assignments are to be completed by the individual student unless otherwise specified. If you would like to include in your assignment any material you have submitted, or plan to submit for another class, please note that SJSU’s Academic Policy F06-1 requires approval of instructors.

Campus Policy in Compliance with the American Disabilities Act

If you need course adaptations or accommodations because of a disability, or if you need to make special arrangements in case the building must be evacuated, please make an appointment with me as soon as possible, or see me during office hours. Presidential Directive 97-03 requires that students with disabilities requesting accommodations must
register with the DRC (Disability Resource Center) to establish a record of their disability.

**Student Technology Resources (Optional)**

Computer labs for student use are available in the Academic Success Center located on the 1st floor of Clark Hall and on the 2nd floor of the Student Union. Additional computer labs may be available in your department/college. Computers are also available in the Martin Luther King Library. A wide variety of audio-visual equipment is available for student checkout from Media Services located in IRC 112. These items include digital and VHS camcorders, VHS and Beta video players, 16 mm, slide, overhead, DVD, CD, and audiotape players, sound systems, wireless microphones, projection screens and monitors.

**Learning Assistance Resource Center**

The Learning Assistance Resource Center (LARC) is located in Room 600 in the Student Services Center. It is designed to assist students in the development of their full academic potential and to motivate them to become self-directed learners. The center provides support services, such as skills assessment, individual or group tutorials, subject advising, learning assistance, summer academic preparation and basic skills development. The LARC website is located at [http://www.sjsu.edu/larc/](http://www.sjsu.edu/larc/).

**SJSU Writing Center**

The SJSU Writing Center is located in Room 126 in Clark Hall. It is staffed by professional instructors and upper-division or graduate-level writing specialists from each of the seven SJSU colleges. Our writing specialists have met a rigorous GPA requirement, and they are well trained to assist all students at all levels within all disciplines to become better writers. The Writing Center website is located at [http://www.sjsu.edu/writingcenter/about/staff/](http://www.sjsu.edu/writingcenter/about/staff/).

**Peer Mentor Center**

The Peer Mentor Center is located on the 1st floor of Clark Hall in the Academic Success Center. The Peer Mentor Center is staffed with Peer Mentors who excel in helping students manage university life, tackling problems that range from academic challenges to interpersonal struggles. On the road to graduation, Peer Mentors are navigators, offering “roadside assistance” to peers who feel a bit lost or simply need help mapping out the locations of campus resources. Peer Mentor services are free and available on a drop-in basis, no reservation required. Website of Peer Mentor Center is located at [http://www.sjsu.edu/muse/peermentor/](http://www.sjsu.edu/muse/peermentor/).
Psych 175, Fall 2010, Course Schedule

*The schedule is subject to change with fair notice and how the notice will be made available.*

<table>
<thead>
<tr>
<th>Week</th>
<th>Date</th>
<th>Topics, Readings, Assignments, Deadlines</th>
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<tbody>
<tr>
<td>1</td>
<td>August 26</td>
<td>Introduction, Chapter 1- The Field of Organizational Behavior</td>
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<tr>
<td>2</td>
<td>September 2</td>
<td>Chapter 2- Organizational Justice, Ethics, and Corporate Social Responsibility</td>
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<tr>
<td>3</td>
<td>September 9</td>
<td>Chapter 3- Psychological Processes in Organizations: Personality, Perception and Learning</td>
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<td>4</td>
<td>September 16</td>
<td>Chapter 4- Coping with Organizational Life: Emotions and Stress</td>
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<td>5</td>
<td>September 23</td>
<td>Chapter 5- Work-Related Attitudes: Prejudice, Job Satisfaction and Organizational Commitment</td>
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<td>6</td>
<td>September 30</td>
<td>First Midterm (Chapters 1, 2, 3, 4, 5, )</td>
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<td>7</td>
<td>October 7</td>
<td>Chapter 7- Interpersonal Behavior in the Workplace</td>
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<td>8</td>
<td>October 14</td>
<td>Chapter 8- Organizational Communication</td>
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<td>9</td>
<td>October 21</td>
<td>Chapter 9- Group Processes and Work Teams</td>
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<td>10</td>
<td>October 28</td>
<td>Chapter 10- Making Individuals and Group Decisions in Organizations</td>
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<td>11</td>
<td>November 4</td>
<td>Chapter 11- The Quest for Leadership Individual Paper Due</td>
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<td>12</td>
<td>November 11</td>
<td>Veteran’s Day-Campus Closed</td>
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<td>13</td>
<td>November 18</td>
<td>Second Midterm (Chapters 7,8,9,10,11)</td>
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<td>14</td>
<td>November 25</td>
<td>Thanksgiving Holiday</td>
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<td>15</td>
<td>December 2</td>
<td>Chapter 12- Culture, Creativity, and Innovation (Individual Paper Due)</td>
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<tr>
<td>16</td>
<td>December 9</td>
<td>Chapter 14- Managing Organizational Change: Strategic Planning and Organizational Development</td>
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<tr>
<td>Week</td>
<td>Date</td>
<td>Topics, Readings, Assignments, Deadlines</td>
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<tr>
<td>Final Exam</td>
<td>December 14</td>
<td>2:45pm-5:00 DMH 353</td>
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<td>Cumulative Final ( 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 14)</td>
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