

**San José State University**  
**College of Business**  
**Organization and Management**  
**Bus 160 Section 05**  
**Fundamentals of Management and Organizational Behavior**  
**Fall Semester 2017**

<b>Instructor:</b>	Allyson Gomez
<b>Office Location:</b>	BT 660
<b>Telephone:</b>	(408) 924-7191
<b>Email:</b>	allyson.gomez@sjsu.edu
<b>Office Hours:</b>	Thursday, 5:00-6:00pm
<b>Class Days/Time:</b>	Thursdays, 6:00-8:45pm
<b>Classroom:</b>	BBC 003
<b>Prerequisites:</b>	Upper division standing. Lower Division Business Pool or Business Minor.

### **Course Format**

This course adopts a hybrid model with materials presented on Canvas, as well as in classroom lectures and activities. Course materials such as syllabus, handouts, notes, assignment instructions, etc. can be found on the Canvas learning management system course website. You are responsible for regularly checking the email address registered at MySJSU and on Canvas to learn of any updates.

### **Course Description**

Provides a foundation for major topics in management and organizational behavior by surveying theories and practices relating to managerial roles, organizational cultures, fundamental strategic issues, planning, team building, communication, motivation, leadership, decision-making, control, structure and change.

### **Lucas College and Graduate School of Business's Mission**

We are the institution of opportunity in Silicon Valley, educating future leaders through experiential learning and character development in a global business community and by conducting research that contributes to business theory, practice and education.

### **BSBA Goals:**

#### **Goal One: Business Knowledge**

*Understand basic business principles and demonstrate discipline-specific competencies as applied to local and global environments.*

**Goal Two: Communication**

*Communicate ideas clearly, logically, and persuasively in oral and written format, using technology appropriately.*

**Goal Three: Ethical Awareness**

*Recognize, analyze, and articulate solutions to ethical issues that arise in business.*

**Goal Four: Leadership, Teams and Diversity**

*Comprehend the challenges and opportunities of leading and working in diverse teams and environments.*

**Goal Five: Critical Thinking**

*Comprehend, analyze, and critically evaluate complex and unstructured qualitative and quantitative business problems, using appropriate tools and technology.*

**Goal Six: Innovation**

*Recognize, analyze, and articulate strategies for promoting creativity and innovation.*

**Course Learning Outcomes (CLO)**

Successful management requires knowledge of the behavior of people in organizational settings and of the processes that occur in those settings. This course is designed provide you with an overview of the challenges that arise for managers in organizational settings and to provide an introduction to the concepts and theories that can be useful in facilitating effectiveness.

**Thus, this course has four primary goals:**

- To gain an understanding and appreciation of theories and concepts of organization and management so that you understand basic behavioral theory and its application to contemporary organizations.
- To gain an understanding of the fundamentals of group functioning and dynamics and the role of communication within those functions to be a successful leader.
- To develop skills necessary to become a diagnostician of organizational systems, structure, and processes using conceptual and analytical frameworks derived from behavioral and management theories.
- To gain introspective understanding of oneself from a management and leadership perspective.

**Upon successful completion of this course, the learning outcomes are that you will be able to:**

- Identify the roles and responsibilities of managers in the organizations through analysis of scenarios
- Demonstrate knowledge of factors leading to effective team performance through group projects in class, reflection on those projects, and peer evaluations
- Demonstrate knowledge of important leadership skills and theories through analysis of leaders, reflection on group projects, and peer evaluations
- Identify conflict resolution and negotiation strategies through case studies and in-class activities.
- Identify the factors that contribute to effective communication, both interpersonal and organizational and both oral and written communication through class assignments, in-class activities, and analysis of scenarios
- Identify the components of individual motivation and application of motivation theories in the workplace through assignments, in-class activities, and analysis of scenarios
- Describe factors influencing work attitudes and the experience of work-life balance through assignments, in-class activities, and self-analysis
- Recognize perceptual biases and how they affect decision-making and interpersonal processes through assignments, in-class activities, and analysis of scenarios
- Identify facets of organizational culture, design, and structure, as they apply to organizational strategy through assignments, in-class activities, and case studies

## Required Texts/Readings

### Textbook

Nelson, Debra L., James C. Quick. *ORGB5: Organizational Behavior*. Boston, MA: Cengage Learning, 2017. ISBN: 9781305663916. You can purchase the textbook at the Spartan Bookstore. Do not purchase a used copy, you will need an active online access key.

(Additional readings will be on Canvas and/or purchased via Harvard Business).

### Course Link URL

<https://studentdashboard.cengagebrain.com/#/course-confirmation/4LPQNFFPM1SP/initial-course-confirmation>

### Library Liaison

Wu, Yuhfen Diana. P: 408-446-0816. E: [Diana.Wu@sjsu.edu](mailto:Diana.Wu@sjsu.edu)

## Course Requirements and Assignments

Course Components	% Of Grade	Description
Textbook Readings + Canvas Articles	n/a	Self-study, learn fundamentals, and crucial to being able to participate in class.
Homework assignments	10%	Knowledge checks after reading assignments, self-assessments, and/or personal growth activities. The assessments and assignments must be completed by the deadline to receive credit. More information will be posted on Canvas.
Pop-quizzes and in-class assignments	10%	There will be in class activities, and they may include written assignments or pop-quizzes. The points for each activity vary and will be specified when assigned; your scores will be summed at the end of the semester. <b>Hint:</b> If you read, show up, and participate, you will be fine. Some may be open notes, but you have to be in class to receive credit. No make ups.
Individual written assignment	15%	Individual case analysis (5-6 pages). More information will be posted on Canvas.
Group Project	15%	One group project will include a paper and brief presentation (10%), and peer evaluation (5%). More information will be posted on Canvas.
3 Midterms	15% each	There will be three midterms throughout the semester. Exams will be primarily multiple choice, with some short answer and/or essay. Your lowest score will be dropped. No make-up exams.
Final	20%	One final examination. Thursday, Dec 14 <sup>th</sup> at 1715. Please talk to me ASAP if you cannot make this date.

## Grading Information/Determination of Grades

- All papers and homework assignments are due at the start of class. If you need an exception, please talk to me in advance (more than 48 hours in advance).
- There will be no make-up quizzes/in-class assignments.
- There will be no make-up midterms (note the lowest of 3 scores is dropped).
- Extra Credit – TBD.

**Percentage weight for each assignment and letter grade breakdown.**

<b>Task</b>	<b>% of Course Grade</b>
Homework	10%
In class quizzes/assignments	10%
Individual Paper	15%
Group Project	15%
Exam 1	15%*
Exam 2	15%*
Exam 3	15%*
Final Exam	20%
Total	100%

\*Lowest Exam dropped. Only two will count towards your final grade.

**Letter grade calculation**

<b>Percentage</b>	<b>Grade</b>
94% and above	A
93% - 90%	A-
89% - 87%	B+
86% - 84%	B
83% - 80%	B-
79% - 77%	C+
76% - 73%	C
72% - 70%	C-
69% - 67%	D+
66% - 63%	D
62% - 60%	D-
<b>below 60%</b>	<b>F</b>

**Classroom Protocol**

Lucas College and Graduate School of Business: Program Goals and Class room policy  
<http://www.sjsu.edu/cob/Students/policies/index.html>

## **Course Etiquette**

### **Email and communication**

Email is the best way to reach me. I will respond to emails within 2 business days. Write “Bus 160” in the subject heading. Voicemail is not regularly checked. Please use email, thanks.

### **Classroom Professionalism**

I care a great deal about fostering honest in-class discussion and aim to make the class atmosphere as relaxed and psychologically “safe” as possible. This is by design. I firmly believe that students are most likely to truly learn and engage in the course material in this type of environment. Even in this environment, we cannot forget our obligations to treat each other with respect and courtesy. These obligations include, but are not limited to:

- Refrain from using laptops, tablets, or cell phones for purposes not related to class (i.e., it is unacceptable to use your electronic devices to surf the web, check email or social media accounts, etc.). The improper use of electronic devices distracts not just you, but everyone around you and degrade the learning experience. It is not appropriate to use your phone (to text, check voicemail, etc.) in class.
- Avoid being disruptive, coming late to class, or engaging in side conversations while others are speaking.
- Never use racial, ethnic, religious, or any other prejudicial slur.
- Inform me and/or your group members well in advance of any issues related to your performance.
- Be respectful at all times. When in doubt, simply treat others as you would wish to be treated.

### **Cell Phones**

Turn off cell phones or put them on silent while in class. If you need to answer a call or text, step outside. Students whose phones disrupt the course and do not stop when requested by the instructor will be referred to the Judicial Affairs Officer of the University.

### **Computer/Laptops**

Use computer and laptops for class-related activities only. These activities include note taking and/or referencing Canvas or the textbook. Students who abuse the privilege of using the equipment in any way, at a minimum, will be asked to leave the class and will not be able to make up assignments for the day, and, at a maximum, will be referred to the Judicial Affairs Officer of the University for disrupting the course.

## **University Policies**

### **General Expectations, Rights and Responsibilities of the Student**

As members of the academic community, students accept both the rights and responsibilities incumbent upon all members of the institution. Students are encouraged to familiarize themselves with SJSU’s policies and practices pertaining to the procedures to follow if and when questions or concerns about a class arises. See University Policy S90–5 at <http://www.sjsu.edu/senate/docs/S90-5.pdf>. In general, it is recommended that students begin by seeking clarification or discussing concerns with their instructor. If such conversation is not possible, or if it does not serve to address the issue, it is recommended that the student contact the Department Chair as a next step.

Additional References:

- Per University Policy S16-9, university-wide policy information relevant to all courses, such as academic integrity, accommodations, etc. will be available on Office of Graduate and Undergraduate Program’s webpage: <http://www.sjsu.edu/gup/syllabusinfo/>.
- More guidelines on grading information and class attendance can be found from the following two university policies: (<http://www.sjsu.edu/senate/docs/S16-9.pdf>) and <http://www.sjsu.edu/senate/docs/F15-12.pdf>.

### **Dropping and Adding**

Students are responsible for understanding the policies and procedures about add/drop, grade forgiveness, etc. Refer to the Catalog Policies section: <http://info.sjsu.edu/static/catalog/policies.html>. Add/drop deadlines: [http://www.sjsu.edu/provost/services/academic\\_calendars/](http://www.sjsu.edu/provost/services/academic_calendars/). The Late Drop Policy:

<http://www.sjsu.edu/aars/policies/latedrops/policy/>. Latest information and news is available at the Advising Hub at <http://www.sjsu.edu/advising/>. [Drop Date: Sept 6. Add Date: Sept 13.]

### **Consent for Recording of Class and Public Sharing of Instructor Material**

**You must obtain the instructor's written permission to make audio or video recordings in this class.** Course material developed by the instructor is the intellectual property of the instructor. You may not publicly share or upload instructor generated material for this course such as exam questions, lecture notes, or homework solutions without written consent from the instructor.

### **Campus Policy in Compliance with the American Disabilities Act**

If you need course adaptations or accommodations because of a disability, or need 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: [http://www.sjsu.edu/president/docs/directives/PD\\_1997-03.pdf](http://www.sjsu.edu/president/docs/directives/PD_1997-03.pdf) requires that students with disabilities requesting accommodations must register with the Accessible Education Center (AEC): <http://www.sjsu.edu/aec> to establish a record of their disability.

### **Academic integrity**

Your commitment, as a student, to learning is evidenced by your enrollment at San Jose State University. The University Academic Integrity Policy S07-2 at <http://www.sjsu.edu/senate/docs/S07-2.pdf> requires 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 Student Conduct and Ethical Development website is available: <http://www.sjsu.edu/studentconduct/>.

## **1.0 DEFINITIONS OF ACADEMIC DISHONESTY**

### **1.1 CHEATING**

At SJSU, cheating is the act of obtaining or attempting to obtain credit for academic work through the use of any dishonest, deceptive, or fraudulent means. Cheating at SJSU includes but is not limited to:

- 1.1.1. Copying, in part or in whole, from another's test or other evaluation instrument including homework assignments, worksheets, lab reports, essays, summaries, quizzes, etc.;
- 1.1.2. Submitting work previously graded in another course unless this has been approved by the course instructor or by departmental policy;
- 1.1.3. Submitting work simultaneously presented in two courses, unless this has been approved by both course instructors or by the department policies of both departments;
- 1.1.4. Using or consulting, prior to, or during an examination, sources or materials not authorized by the instructor;
- 1.1.5. Altering or interfering with the grading process;
- 1.1.6. Sitting for an examination by a surrogate, or as a surrogate;
- 1.1.7. Any other act committed by a student in the course of their academic work which defrauds or misrepresents, including aiding or abetting in any of the actions defined above.

### **1.2 PLAGIARISM**

At SJSU plagiarism is the act of representing the work of another as one's own without giving appropriate credit, regardless of how that work was obtained, and/or submitting it to fulfill academic requirements. Plagiarism at SJSU includes but is not limited to:

- 1.2.1 The act of incorporating the ideas, words, sentences, paragraphs, or parts of, and/or the specific substance of another's work, without giving appropriate credit, and/or representing the product as one's own work;
- 1.2.2 Representing another's artistic/scholarly works such as musical compositions, computer programs, photographs, paintings, drawing, sculptures, or similar works as one's own.

**SJSU Writing Center (Clark Hall, Suite 126)**

All Writing Specialists have gone through a rigorous hiring process, and they are well trained to assist all students at all levels within all disciplines to become better writers. In addition to one-on-one tutoring services, the Writing Center also offers workshops every semester on a variety of writing topics. Make an appointment via: <http://www.sjsu.edu/writingcenter>. For additional resources and updated information, follow the Writing Center on Twitter and become a fan of the SJSU Writing Center on Facebook.

**SJSU Peer Connections**

Peer Connections, a campus-wide resource for mentoring and tutoring, strives to inspire students to develop their potential as independent learners while they learn to successfully navigate through their university experience. Take advantage of their services which include course-content based tutoring, enhanced study and time management skills, more effective critical thinking strategies, decision making and problem-solving abilities, campus resource referrals, and a variety of Workshops. Peer Connections is located in SSC, Room 600, in Clark Hall 1<sup>st</sup> Floor, and in the Living Learning Center (LLC) in Campus Village Housing Building B. Visit <http://peerconnections.sjsu.edu> for more information.

**SJSU Counseling Services**

The SJSU Counseling Services is located on the corner of 7th Street and San Fernando Street, in Room 201, Administration Building. Professional psychologists, social workers, and counselors are available to provide consultations on issues of student mental health, campus climate or psychological and academic issues on an individual, couple, or group basis. To schedule an appointment or learn more information, visit Counseling Services website at <http://www.sjsu.edu/counseling>.

**Bus160 Section 5 / Intro to Mgmt & OB, Fall 2017, Thursdays at 6pm**

The schedule is subject to change with fair notice. Please check Canvas for the latest syllabus.

**Course Schedule**

<b>Week</b>	<b>Date</b>	<b>See below for reading due dates and class discussion topics</b>
1	Aug 24	<i>(Read Ch1 before class)</i> . In-Class: Discuss Ch1
2	Aug 31	<i>(Read Ch2-3 before class)</i> . In-Class: Discuss Ch2+3
3	Sept 7	<i>(Read Ch4-5 before class)</i> . In-Class: Discuss Ch4+5 + Review
4	Sept 14	Study for Test. In-Class: <b>EXAM Ch1-5</b> . Activity
5	Sept 21	<i>(Read Ch8-9 before class)</i> . In-Class: Discuss Ch8+9
6	Sept 28	<i>(Read Ch6-7 before class)</i> . In-Class: Discuss Ch6+7
7	Oct 5	<i>(Read Ch10 before class)</i> . In-Class: Discuss Ch10 + Review
8	Oct 12	Study for Test. In-Class: <b>EXAM Ch6-10</b> . Activity
9	Oct 19	<i>(Read Ch11-12 before class)</i> . In-Class: Discuss Ch11+12
10	Oct 26	<i>(Read Ch13-14 before class)</i> . In-Class: Discuss Ch13+14
11	Nov 2	Study for Test. In-Class: <b>EXAM Ch11-14</b> . Activity
12	Nov 9	<i>(Read Ch15-16 before class)</i> . In-Class: Discuss Ch15+16
13	Nov 16	<i>(Read Ch17-18 before class)</i> . In-Class: Discuss Ch17+18
14	Nov 23	THANKSGIVING HOLIDAY – NO CLASS
15	Nov 30	<i>(TBD)</i> . In Class: Catch up day + Presentations
16	Dec 7	<i>(TBD)</i> . In Class: Presentations + Final Review
17	Dec 14	<b>FINAL EXAM</b> – 1715 - 1930 (aka 5:15pm-7:30pm)