

## COC202 Organizational Behaviour [4 Credits]

**Learning Objective:** To understand how Human Behaviour affects workplace dynamics.

To apply the

principles of taking a human approach to Corporate i.e using the Human Relations approach to maximize individual and Corporate Goals.

### UNIT 1 : Introduction

(1

2 Hours)

Concepts, Theory and Practice: The Evolution of Management Thought - Scientific Management School,

Organisational School, Behavioural School, Quantitative School, Integration School, Contemporary School, The operational or management process approach. Recent

Contributions- Patterns of Management Analysis

- The managerial roles approach, Mc Kinsey's 7-S approach.

### UNIT 2 : Organisation Behaviour-Understanding Self

(12

Hours) Organisation Behaviour- Organisational Multidiscipline – Different Model of Organisation Behaviour Individual Behaviour is studied through Perception – Personality – Values Attitudes – Job Satisfaction – Motivation – Learning. Understanding self studied through – Perception and Personality- Values and Attitudes

### UNIT 3 : Conflict Management and Power and Organisational Politics

(12

Hours) Conflict Management – Nature of Conflict – Level of Conflict – Sources of Conflict – Effects of Conflict – Process of – Conflict – Stages of Conflict-Conflict Handling Orientations (with Case studies)

Power and Organisational Politics –Sources of Power-Organisational Politics – Influence and Political Power.

### UNIT 4 : Group Behaviour & Group Dynamic and Stress Management

(12 Hours) Group

Organisation – Identifying and Rewarding Informal Leader- Key Roles of Informal Leader- Are there Multiple Informal Leader? Formal Groups – Potential Outcomes of Informal Group Processes.

Stress Management- How It Comes About-How it affects various Elements of Job

Performance – Extreme Product of Stress – Stress and Job Performance – Approaches to Stress Management.

### UNIT 5: Counseling and Team Building

(12 Hours) Coun

Transformational Leadership and Change –What Are Elements of Transformational Leadership – Three stage Model of change Process. Team And Team Building – Modern organisation – Outcomes of Modern Organisation O Teamwork – Task Team – Difference Between Groups and Teams – Life Cycle of Team – Major Factors for Effective Teams – Team Building – Need for Team Building – Team for Team Building – Team Building – Team Building Process – Skills Useful in Team Building

### Suggested Readings:

1. Aswathappa K., 'Organisational Behaviour', Himalaya Publishing House, New Delhi, 2005.
2. Fred Luthans-'Organisational Behavior', McGraw Hill Publishing Company, New York, 2005.
3. Gene Burton & Manab Thakur, 'Management Today-Principles & Practice', Tata McGraw Hill Public Company Ltd., New Delhi, 2005.
4. Heinz Wehrich and Harold Koontz, Management - A Global Perspective, Tata

McGraw- Hill Publishing Company Limited, 2000.

5. James A.F. Stoner, R. Edward Freeman And Daniel R. Gilbert - 'Management', Prentice Hill Inc., New Jersey, 2002.
6. Jit S.Chandan, 'Organisational Behaviour', Vikas Publishing House, New Delhi, 2000.
7. John W. Newstrom , Organisational Behaviour, Tata McGraw- Hill Publishing Company Limited