

ORGANIZATION BEHAVIOUR

UNIT CODE: BUS/CU/HRM/CC/01/5/A

Relationship to Occupational Standards

This unit addresses the unit of competency: **Manage Organization Behavior**

Duration of Unit: 140 Hours

Unit Description

This unit will cover the competencies required to manage organization behavior. It involves identifying different motivational theories and evaluate motivational strategies, analyzing individual and group behavior, evaluating various, leadership styles, managing conflict and negotiations at work place, managing organization change and culture, managing groups and teams at the workplace, managing perceptions, personalities and emotions in the work place and managing values and attitudes in the work place

Summary of Learning Outcomes

1. Identifying different motivational theories and evaluate motivational strategies
2. Analyzing individual and group behavior
3. Evaluating various leadership styles
4. Managing conflict and negotiations at work place
5. Managing organization change and culture
6. Managing groups and teams at the workplace
7. Managing perceptions, personalities and emotions in the work place

8. Managing values and attitudes in the work place

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Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Analyzing individual and group behavior	<ul style="list-style-type: none"> • Introduction to organization behavior • Importance of organization behavior • Theories of organization behavior 	<ul style="list-style-type: none"> • Written tests • Observation • Oral questions • Case studies
2. Evaluate different motivational theories and motivational strategies	<ul style="list-style-type: none"> • Introduction to motivation • Motivation theories • Maslow's hierarchy of need • Mc Gregor's Theory X and Y • BF Skinners reinforcement theory • Herzberg two factor theory • Expectancy theory • Vrooms expectancy • Types of 	<ul style="list-style-type: none"> • Written tests • Observation • Oral questions • Case studies

Learning Outcome	Content	Suggested Assessment Methods
	motivation <ul style="list-style-type: none"> • Process of motivation • Advantages and disadvantages of motivation 	
3. Evaluate various leadership styles	<ul style="list-style-type: none"> • Introduction to leadership • Leadership styles • Theories of leadership • Difference between authority and power • Importance of authority and power • Characteristics of good leaders • Leadership Skills • Principles and importance of delegation in management • Leadership issues in contemporary organizations 	<ul style="list-style-type: none"> • Observation • Written tests • Oral questions • Case studies
4. Manage	<ul style="list-style-type: none"> • Introduction to 	<ul style="list-style-type: none"> • Observation

Learning Outcome	Content	Suggested Assessment Methods
conflict and negotiations at work place	conflict and negotiations <ul style="list-style-type: none"> • Causes of conflicts • Conflict management • Advantages and disadvantages of Benefits of conflict management 	<ul style="list-style-type: none"> • Written tests • Oral questions • Case studies
5. Manage organization change and culture	<ul style="list-style-type: none"> • Introduction to organization culture and change • Characteristics of organization culture • Importance of culture • Types of organization culture • Determinants of organizational culture • Creating and sustaining organization culture • Liabilities of 	<ul style="list-style-type: none"> • Observation • Written tests • Oral questions • Case studies

Learning Outcome	Content	Suggested Assessment Methods
	<p>organization culture</p> <ul style="list-style-type: none"> • Approaches to managing change • Resistance to change • Definition of organizational climate • Characteristics of a healthy organizational climate 	
6. Manage groups and teams at the workplace	<ul style="list-style-type: none"> • Introduction to groups and teams • Formal and non-formal groups • Group dynamics • Stages of group and team forming • Importance of teamwork in management • Creating effective and cohesive teams • Managing groups and teams • Problem solving in 	<ul style="list-style-type: none"> • Observation • Written tests • Oral questions • Case studies

Learning Outcome	Content	Suggested Assessment Methods
	teams <ul style="list-style-type: none"> • Features of High performing teams • Barriers to effective groups and teams • Managing diversity • Advantages and disadvantages of groups and teams 	
7. Managing perceptions, personalities and emotions in the work place	<ul style="list-style-type: none"> • Definitions of terms • Types of personalities • Effect of perceptions, personalities and emotions to performance • Factors affecting perceptions, personalities and emotions • Importance of perceptions, personalities and emotions • Management of 	<ul style="list-style-type: none"> • Observation • Written tests • Oral questions • Case studies

Learning Outcome	Content	Suggested Assessment Methods
	perceptions, personalities and emotions	
8. Managing values and attitudes in the work place	<ul style="list-style-type: none"> • Introduction to values and attitudes • Benefits of values and attitudes • Effects of values and attitudes in the work place • Advantages and disadvantages of Managing values and attitudes • Contemporary/emerging issues in the work place 	<ul style="list-style-type: none"> • Observation • Written tests • Oral questions • Case studies
9. Managing work place stress	<ul style="list-style-type: none"> • Introduction to stress • Causes of stress • Types of stress • Negative and positive impact of stress • How to manage stress in the work place 	<ul style="list-style-type: none"> • Observation • Written tests • Oral questions • Case studies

Suggested methods of delivery

- Demonstration by trainer
- Practice by the trainee
- Discussions
- Direct instruction
- Case studies

Recommended Resources

- Resources and documentation used in the workplace
- Workplace policies and procedures
- Organization work plans
- Organization structures

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