

**New Mexico Highlands University**  
**School of Business Administration**  
**Las Vegas, New Mexico**

**MGMT 364 Organizational Behavior**  
**Fall 2009**

**Professor:**

Dr. Luis Ortiz  
Dual Ph.D. Degree in International Business and Management

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**Office Hours:**

Friday 8am-noon or by Appointment (TBA)

**Class Times:**

MGMT 364 Organizational Behavior  
Tuesday and Thursday 9:30 am – 10:45 am

**Required Materials for the Course:**

**Text: Organizational Behavior**

Key concepts, skills, & best practices

**By:** Angelo Kinicki and Robert Kreitner

**Publisher:** Thomson South-Western

**ISBN/Copyright:** 0-07-340496-9 or ISBN-13: 9780073404967 [www.swlearning.com](http://www.swlearning.com)

**Course Description:**

Organizational Behavior is an interdisciplinary field dedicated to better understanding and managing people at work. This Organizational Behavior course examines and analyzes the formal organization and informal relationships among individuals and groups. The course stresses the study of the business organization as a system of authority and status, control and communication, decision-making centers, and leadership positions. Use is made of case and research studies. The course focuses on the behaviors of individuals and groups within diverse organizations and processes that one who desires to be an effective leader can expect to find in the real world of organizations (public or

private). There is an emphasis on individual and group work performance. Topics include motivation, values, leadership styles, attitudes, teamwork, communication, organizational culture, job design, stress, power, politics, conflict, citizenship behavior, fairness, job satisfaction and organizational structure.

### **Teaching Methods:**

The course incorporates different teaching approaches: lecture, assignments, group work, real world experiences, class discussions and self motivation/self-learning “owning your own behavior”. You are expected to come to class having read and thought about topics scheduled for the class sessions. Note that your participation will make the class pleasant and intellectually stimulating, so please do attend every session.

**Philosophy and of Performance Objectives the Course** – Students who successfully complete this course should be able to:

- Articulate the importance of “Organizational Behavior” to the effectiveness of organizations as demonstrated by class discussions, book problems and real world exercises.
- Discuss ethical and social responsibility issues important to the business environment and our society.
- Interpret, critically analyze, recommend and defend with supporting evidence feasible courses of action for actual real-life work situations in Organizational Behavior that you will face (real-life problem solving).
- Describe the major factors affecting “Organizational Behavior” of individuals and groups within organizations.
- Recognize the interplay of diversity in an organization’s environments (internal, external, and global business environments).
- Effectively demonstrate both written and oral communication skills crucial for success in the real world of business (by exams and assignments).
- Demonstrate an ability to engage in constructive criticism and creative solutions of current “Organizational Behavior” issues.
- Demonstrate computer literacy, critical thinking, class attendance and in class participation skills.

### **Global Awareness Integration**

The focus of this course is on how people act at work and why. Every student will incorporate examples, ideas, thoughts and experiences (self or others) of business in a global basis. The instructor hopes to add to this global awareness from his experiences in dealing with the maquiladora industry along the Mexico and United States of America’s border, public and private organizations in the USA, non-profit organizations in Australia, work in Spain and the service industry in Canada. Organizations that the instructor has worked with include ITESM, University of Salamanca, Invacare, Seagate, Eaton, Bard, Keytronic, TRW, BBB, Lucky Goldstar, CPM, Siemens, Lucent, Delnosa-Delphi, Rey Mex Bra, Bissell, Nokia and Whirlpool.

## Performance Measures / Exams

The examinations will cover materials contained in the designated chapters and topics discussed in class as well as in assignments given. We will discuss the exam's details in class (e.g. reviews). Work turned in late will be penalized by a "Letter Grade per Day".

Reward System (grading)	<u>% of Grade</u>
Discussion/Participation/Attendance	25%
Assignments (knowledge sharing)	25%
Exams at <a href="http://www.drluisortiz.com">www.drluisortiz.com</a>	25%
Research Paper/Presentation	<u>25%</u>
<b>Total</b>	<b>100%</b>

Grades will be assigned using the following scale:

100% – 90%: A	89% – 80% : B	79% – 70%: C
69% – 60%: D	Below 60%: F	

## Attendance

I want and demand no excuses! Registering for this class implies that you know the days (Monday and Wednesday) and time this class meets and you accept the responsibility for attending all classes as well as being on time. Look, I understand student life, I too was a student and I know important things sometimes come up. Here is the deal, you have two absent passes. After that, you are hurting your grade by a letter grade. Excessive tardiness and/or leaving the class early "is" an absence. If you miss classes because of school (SOBA) activities, you should bring a schedule of expected dates of absence and creatively find a way to advance your work via your peers. Again, the student will drop a letter grade if he or she has more than **three** absences. Read our Dean's comment/policy below:

**Attendance.** The undergraduate catalog clearly states that class attendance is required:

*Students are expected to attend all class meetings...Excessive absences may be expected to affect a student's grade adversely or even result in an "F". Instructors should make the policies on attendance in each class available in writing to students." (2005-2007 New Mexico Highlands University Undergraduate Catalog, pages 25,26,).*

"The School of Business faculty has adopted a policy, requiring regular attendance. In this class, attendance and participation count for 20 percent of your grade. Everyone starts with 100 points for attendance and participation. You are allowed 1 unexcused absence. After that each unexcused absence will result in the attendance grade being reduced by 10 points. Excused absences require a note from a doctor or nurse or a university official in cases where travel to athletic or other university events is required. Also, prepared participation will be noted and may serve to positively affect a borderline grade."

## Expectations

We expect you to keep up with your reading assignments, to participate, to be present and on time for all classes. We also expect appropriate and ethical personal conduct from you. Scholastic dishonesty is subject to disciplinary penalties, including possible failure

in the course & dismissal from the university. There will be no curving and no make-up exams given.

**ADA Compliance**

If you have a documented disability which will make it difficult for you to carry out the work as outlined and/or if you need special accommodations/assistance due to any disability, please contact the Office of Academic Support. We will make any appropriate accommodations for you.

**People generally remember:**

10% of what they read

20% of what they hear

30% of what they see

50% of what they both see and hear

70% of what is discussed with others

80% of what they personally experience

90% of what they teach others

**Instructor reserves the right to change or alter the course material as deemed necessary as the class progresses.**