

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 (12 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 - Personally -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 Behaviour and Group Dynamic - Informal and Groups - Groups - Group Dynamics-Types of Groups - Nature and Effect of Informal Groups-Benefits of Informal Groups - Formal Groups-Monitoring informal 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)

Counselling -Characteristics of Counselling - Types of Counselling. Change and its Effects- Nature of Change - Effect of Change -Response to Change - Resistance To Change - Reasons For Resistance to Change - 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 Freedom 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