

# BAS 320: ORGANIZATIONAL & INTERPERSONAL BEHAVIOR

Provides the tools for understanding the organizational actions of individuals, groups, and organizations; relates theory and research to organizational problems by reviewing advanced concepts in motivation and perception, decision making, communication and influence, group behavior, conflict and cooperation, politics, corporate culture, organizational structure, and environmental influences.

## Course Student Learning Outcomes

1. Learning Outcome 1: Problem-Solving Framework including Research, Critical Thinking, Decision-making, and Planning: Problem-solving helps managers develop a better understanding of business situations allowing them to make better decisions. Within the context of organizational behavior, problems offer managers an opportunity to analyze and modify the organization's structure, culture, and processes to increase employee motivation and overall organizational effectiveness. Without the ability to adequately problem solve, a manager's career growth and contribution to the organization are limited. Problem solving frameworks require managers to conduct research, apply critical thinking skills to identify the underlying cause(s); utilize a decision-making tool to assess alternatives and recommend a solution that will change the outcome or effects; and finally, construct a plan to implement the solution.
2. Learning Outcome 2: Business professional written communication: Communication is the source of both conflict and resolution; the means for sharing ideas and exchanging information; as well as effectively influencing peers, bosses, and customers. In this learning outcome, students will practice effective communication to learn how to influence colleagues to improve the organization's structure, culture, and processes.
3. Learning Outcome 3: Leadership and Management, Power and Influence, and Motivation: Although leaders and managers have some overlapping skills, not all leaders are managers and not all managers are leaders. Both leaders and managers use power to influence employees, colleagues, and upper management achieve their desired results. The outcome of various types of influence, however, can range from commitment to retaliation. In this learning outcome, students will assess a situation, identify potential improvements in individual and group effectiveness, and determine if management or leadership skills are needed and what type of influence and motivation should be utilized to move the organization toward achieving the strategic goals.
4. Learning Outcome 4: Culture, Structure, and Organizational Justice: Most adults spend the majority of our working lives in an environment defined as organizational culture. The people within cultures are influenced by the culture and in turn, can influence changes or stability within the culture. A strong organizational culture provides stability but managers need to know when and how much of the culture needs to change due to changing market demands and societal changes. Culture and employee behaviors are shaped by the organization's structure. The structure determines who does what role, when, where, and how. In this learning outcome students will assess the effect of a variety of organizations' cultures and structures on customer and employee satisfaction and the subsequent effects on organizational justice.

Credits: 5

Program: [Bachelor of Applied Science](#)