

Syllabus for MANA 5320 – Organizational Behavior

Summer 2025, 7 Week, Online

Monday, June 23 to Saturday, August 09

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| Instructor | Paula A. Kincaid, Ph.D. | Office | SCOB 350.28 |
| Position | Assistant Professor in Management | Phone | 903–565–5897 |
| Department | Management and Marketing | Email | pkincaid@uttyler.edu |
| College | Soules College of Business | Hours* | 10 hours per week |
| University | The University of Texas at Tyler | | *Days/times vary each week but typically M-F from 10AM - 12PM |

Email is the best way to reach me. I will respond to emails, depending on your question(s) or concern(s), within 48 hours. Depending on the complexity of your email, I may require more time to respond if additional research is needing to be done to assist your issue.

To see important university-wide dates for this semester, visit the following website:

<https://www.uttyler.edu/academics/academic-calendar.php>

Important reminder for students on an F-1 Visa: to remain in compliance with Federal Regulations requirements you must do the following:

1. Traditional face-to-face courses: Attend classes on the regular meeting days/times.
2. Hybrid courses: Attend all face-to-face classes convened by the instructor and meet with the Office of International Programs according to the schedule set for your specific course.
3. Online course: Only one online course can count toward your full-time enrollment. Students are expected to be fully engaged and meet all requirements for the online course.

Course Overview:

In this course, we will practically approach the subject of organizational behavior by integrating common issues managers face when leading individuals and organizational units to achieve organizational objectives. We will rely on cases and illustrative examples of issues managers face in their own organizational settings. In doing so, we will discuss frameworks that are helpful to make sense of these issues and develop strategies to overcome these managerial difficulties. In this course, we will touch on the individual, dyadic and group levels of analysis, primarily focusing on organizational contexts.

Course Outcomes

1. Emphasize the critical thinking skills used in decision making and interpersonal communication in a wide range of organizations (profit, nonprofit and governmental)
2. Develop an understanding of the theories, principles, terminology, and concepts associated with individual, dyadic and group behavior within an organizational context
3. Utilize analytical and integration skills when applying knowledge real workplace context to enhance individual and organizational effectiveness in a complex global economy
4. Develop an understanding of leadership theories and application skills
5. Encourage self-reflection and adaptability regarding your role as a practitioner
6. Identify problematic groups of people in organization and understand their impact in organizations

Method of Instruction:

The key to succeeding in this course will center on your ability to be self-directed in navigating your modules each week. In the modules, I will try to have a variety of content from different sources including peer-reviewed management and organization research articles, lecture videos, discussion board conversations, and complementary links to various websites, book excerpts, and videos as they relate to the main topic of focus in each module. I try to include such relevant content, readings, videos, and illustrative examples to best serve each student's preferred learning style.

Prerequisites for Course:

1. You must have a bachelor's degree.
2. If we end up having assignments to complete, Microsoft Office Suite® and Adobe PDF Reader are the official software packages for this class. You will not be able to send me assignments in Pages®, Word Perfect®, or linked to Google Docs® or Google Sheets®.
3. You will also need access to a Windows or Apple compatible PC / Tablet / Smartphone connected to an electrical source and the Internet. Additional requirements include a screen, web cam, microphone, keyboard, mouse, speakers, and video software. Most computers less than ten years old have the necessary software to engage in this class.
4. It is vital that you have reliable internet access. This is important because this is an online course delivered through Canvas, a learning management system that requires internet to access. Canvas is where you will be required to complete activities every week. Important announcements and correspondence will also take place in this course through Canvas. You are responsible for monitoring announcements and emails in the online learning management system. It is recommended that you engage in Canvas through Google Chrome, Firefox, or Safari.

Course Learning Objectives *(Module # Covered)*

1. Examine the relationship between behavior, attitude, performance. *(M1)*
2. Synthesize the Critical Thinking Model and apply the critical thinking model to the business environment. *(M2)*
3. Assess the use of critical thinking skills for issues in the business domain. *(M2)*
4. Develop knowledge of the purpose of thinking as a manager. *(M2)*
5. Examine the elements of reasoning. *(M2)*
6. Develop knowledge of the theories related to motivation, communication, and structural properties of organizations. *(M3, M4, M6)*
7. Examine active listening and develop active listening techniques. *(M5)*
8. Demonstrate effective written and verbal communication skills. *(M4, M6, M7, M9, M12, M14)*
9. Demonstrate how to integrate various theories and illustrate their impact on management practices. *(M6)*
10. Examine the concept of organizational culture and identify strategies that can be used to influence an organization's culture. *(M7)*
11. Demonstrate how to change the organizational culture. *(M7)*
12. Develop knowledge of leader effectiveness and assess the progression of leadership theories in organizational behavior. *(M9)*
13. Identify various leadership styles and assess one's own leadership styles. *(M9)*
14. Examine the importance of importance appraisals and how it plays into the delegation process for managers or leaders. *(M10)*
15. Examine the role interpersonal skills plays in organizational behavior and identify

- strategies to improve one's interpersonal skills. (M11)
16. Demonstrate the ability to use interpersonal skills when giving and/or receiving feedback in the business context such as in performance appraisals. (M11)
 17. Examine the concepts of interpersonal conflict and assess one's default conflict resolution style. (M12)
 18. Demonstrate the ability to apply the elements of reasoning to instances of interpersonal conflict in the business context and demonstrate how you would resolve the conflict. (M12)
 19. Identify the four prominent dark personalities types, and compare and contrast the characteristics of the dark personalities existing in the workplace. (M13)
 20. Examine deviant behaviors in organizations and assess the relationship between dark personalities, deviant behavior, and organizational scandals. (M14)
 21. Demonstrate how you would assess if an employee is displaying deviant behaviors and indicate how you would motivate a potential dark personality to engage in alternative behavior using at least one theory of motivation. (M14)
 22. Examine the consequences of organizational scandals and identify notable cases of organizational scandals. (M14)

Course Topic Schedule

Week 1: 06/23 - 06/29

Getting Started Module – Introductions and Syllabus Quiz*

*The introduction and syllabus quiz are not graded assignments. However, until you reach 100% on your syllabus quiz, you will not be able to access any additional modules in the course.

Module 1 – Attitudes and Behaviors

Module 2 - Critical Thinking

Week 2: 06/30 - 07/06

Module 3 - Motivation Theory: Cognitive Needs Theories

Module 4 - Motivation Theory: Cognitive Process Theory of Expectancy

Module 4 Discussion Board Prompt

- 1) Initial post is due by Thursday at 11:59pm
- 2) Response to two classmates is due by Sunday at 11:59pm

Week 3: 07/07 - 07/13

Module 5 - Active Listening

Module 6 - Motivation Theory: Behavioral Theory

Module 6 Discussion Board Prompt

- 1) Initial post is due by Thursday at 11:59pm
- 2) Response to two classmates is due by Sunday at 11:59pm

Module 7 - Organizational Culture

Module 7 Discussion Board Prompt

- 1) Initial post is due by Thursday at 11:59pm
- 2) Response to two classmates is due by Sunday at 11:59pm

Week 4: 07/14 – 07/20

Module 8 – Mid-Term Exam

Exam is given online – [Important] the exam will open at 8:00 A.M. on Monday, July 14th and will close on Saturday, July 19th at 11:59 P.M.

Week 5: 07/21 – 07/27

Module 9 – Leadership

Module 10 – Delegation Process

Module 11 - Interpersonal Skills & Giving/Receiving Feedback

Week 6: 07/28 – 08/03

Module 12 – Interpersonal Conflict

Module 12 Discussion Board Prompt

1) Initial post is due by Thursday at 11:59pm

2) Response to two classmates is due by Sunday at 11:59pm

Module 13 – Dark personalities

Module 14 – Deviant Behaviors and Organizational Scandals

Module 14 Discussion Board Prompt

1) Initial post is due by Thursday at 11:59pm

2) Response to two classmates is due by Sunday at 11:59pm

Week 7: 08/04 – 08/09

Module 15 – Final Exam

Exam is given online – [Important] the exam will open at 8:00 A.M. on Monday, August 4th and will close on Saturday, August 9th at 11:59 P.M. This exam covers only material covered after Exam I.

Grading:

Final grades will be earned for the following levels of performance:

| Grade Determination | |
|------------------------|------|
| Exam One | 40% |
| Exam Two | 40% |
| Discussion Board Posts | 20% |
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| Total Grade | 100% |

Graded Components:

Getting Acquainted

You will find your first post in a discussion board form to get acquainted with each other. Please log into your group and introduce you self in terms of background, experience and who you are as a person. Technically, this is not a graded component, but it will help you extend your network and it will help this course feel more personalized.

Discussion Board

There are a total of five discussion board entries (Module 4, 6, 7, 12 and 14) for this course which will account for 20% of your overall grade. To earn credit for the discussion board you are required to complete your initial response to the discussion question by Thursday at 11:59 p.m., followed by a response to two other group member’s post by the end of Sunday at 11:59 p.m.

Exams

There are a total of two exams for this course with each exam accounting for 40% of your overall grade. Exam One will test the knowledge you have accumulated from the material covered in Module 1 through Module 8. Exam Two will test the knowledge you have accumulated from the material covered in Module 9 through Module 15.

Exams are always due on Saturdays by 11:59pm. If you do not take your exam during the allotted testing window, you will receive a zero. I am not lenient on this policy.

Exams will be closed note, closed book. You may only use the knowledge in your brain when taking your exam. The format of the types of questions you may asked can include true/false, multiple choice, multiple selection, matching, categorization, and fill-in-the-blank. Some questions may be multi-part and may require more reading than other questions so consider this as you make your way through the exam. Further, the questions on my exams build on each other (i.e., the answer to question #1, may be located in the question stem for question #2). Because of this, you will not be able to move backwards in the exam. Once you answer question #1 and move on to question #2, you will not be able to move back to question #1 at any point in the exam.

Lastly, exams in this course will require LockDown Browser with the Webcam Requirement. See below for more information on this.

LockDown Browser + Webcam Requirement

This course requires the use of LockDown Browser and a webcam for online exams (this includes the syllabus quiz to give you a practice run at using the service before your mid-term exam). The webcam can be the type that's built into your computer or one that plugs in with a USB cable.

Watch this brief video to get a basic understanding of LockDown Browser and the webcam feature: <https://www.respondus.com/products/lockdown-browser/student-movie.shtml>

Test run the LockDown Browser + Webcam BEFORE the mid-term exam by completing the syllabus quiz during the first week of class (it requires the LockDown Browser + Webcam).

Note: This is a mandatory, non-graded component of my course. You will not be able to view any of the learning materials in my course until you have scored a 100 on your syllabus quiz. The syllabus quiz is not timed, and you may retake this syllabus quiz (using the LockDown Browser + Webcam Requirement) as many times as you would like until you successfully score a 100.

- Log into your UT Tyler Canvas account in a standard browser (like Safari, Chrome, Explorer, etc.)
- Select my course and navigate to the syllabus quiz
- Click the syllabus quiz... and then one of two possible things will happen:
 - *POSSIBLE OPTION 1* (If you have previously installed LockDown Browser):
 - LockDown Browser will launch and the quiz will begin.
 - *POSSIBLE OPTION 2* (If you have not already installed LockDown Browser):
 - A link will pop up, prompting you to download the application.
 - Click the link and follow the installation instructions.
 - Return to the quiz page in a standard browser.
 - LockDown Browser will launch and the quiz will begin.

Note: LockDown Browser only needs to be installed once per computer or device. It will start automatically from that point forward when a test requires it. So, if you have already used LockDown Browser for another course and it is still installed on your computer, you don't have to reinstall it.

Respondus Recommended Guidelines for Taking Your Online Exams:

- Select a location where you are comfortable having a video recording taken of yourself and your workspace environment. This area should be free of distractions and interruptions.
- Turn off all other devices (e.g. tablets, phones, second computers) and place them outside of your reach
- Make sure you have a form of identification for the system to scan.
- Before starting the test, know how much time is available for it, and also that you've allotted sufficient time to complete it
- Clear your desk or workspace of all external materials not permitted - books, papers, other devices
- Remain at your computer for the duration of the test
- If the computer, Wi-Fi, or location is different than what was used previously with the "Webcam Check" and "System & Network Check" in LockDown Browser, run the checks again prior to the exam
- To produce a good webcam video, do the following:
 - Avoid wearing baseball caps or hats with brims
 - Ensure your computer or device is on a firm surface (a desk or table). Do NOT have the computer on your lap, a bed, or other surface where the device (or you) are likely to move
 - If using a built-in webcam, avoid readjusting the tilt of the screen after the webcam setup is complete
 - Take the exam in a well-lit room, but avoid backlighting (such as sitting with your back to a window)
- Remember that LockDown Browser will prevent you from accessing other websites or applications; you will be unable to exit the test until all questions are completed and submitted

Getting Help If You Encounter Problems with LockDown Browser:

- The Windows and Mac versions of LockDown Browser have a "Help Center" button located on the toolbar. Use the "System & Network Check" to troubleshoot issues. If an exam requires you to use a webcam, also run the "Webcam Check" from this area
- 24/7/365 Live Chat Support is also available from the Help Center, or from within the "it's not working" troubleshooter.
- Respondus has a Knowledge Base available from support.respondus.com. Select "LockDown Browser & Respondus Monitor" as the product to view helpful articles.
- If you're still unable to resolve a technical issue with LockDown Browser, go to support.respondus.com and select "Submit a Ticket". Provide detailed information about your problem and what steps you took to resolve it