

Organizational Behavior – Intercultural Teams

Course	Organizational Behaviour – Multicultural Teams	Code	ECA214G
Year of Study	2 nd Year	Semester	3
Hours	68	ECTS	5
Prerequisites	Management 101	Teaching language	English

Main Objective

This course is an introduction to the basic concepts and topics of Organizational Behavior. The course focuses on three levels: First at the individual level, covering topics such as decision-making, motivation and personality. Then we target the interpersonal level, encompassing power, influence and negotiations. Finally, we will address the collective level, covering topics such as leadership, change, communications and culture.

Units and Content

Unit	Content
I. Introduction	Review of the syllabus and structure of the course Concept of Organizational Behavior
II. Individual Level of Organizational Behavior	Decisions: are people rational? Types of decisions; heuristics and unconscious biases. Motivation: Revisiting theories X, Y, Z Expectations, needs and values; impact of new generations and diversity in the workforce; setting goals to motivate; the contribution and limitations of the work environment. Personality: emotions, thoughts and behavior; personality typology; selection and fit for roles; feedback.
III. Interpersonal Level of Organizational Behavior	Influence: Formal and informal networks; acquiring and using social power Negotiation: Nature of the conflict; negotiation model Leadership and peer development: Coaching, Mentoring, Supervision and friendship. Groups and teams: group and team development; team effectiveness
IV. Collective Level of Organizational Behavior	Organizational culture and design: main models; their impact on management. Organizational communications: role of organizational communication; internal and external communication. Managing transformations: change process, forces of change; resistance to change; change management model.