East Tennessee State University
College of Business and Technology
Department of Management and Marketing

Management 3000 904
Organizational Behavior and Management

Fall 2021

Online 15-Week Course
Monday, August 23rd – Thursday, December 9th

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Office Hours:	Virtually By Appointment

Required eBook (electronic textbook)

Mitchell, L. D. (2016). The Essentials of Organizational Behavior and Management for the Modern Workforce. Dubuque, IA: Great River Learning.   ISBN #: 978-168075-1819

You may purchase a 5.5 X 8.5 card with online access code at the ETSU Culp center bookstore (ask at the cashier's desk). Otherwise, you may purchase instant eBook access (for slightly cheaper) by clicking on the following link: www.grlcontent.com

Following are some important notes about accessing the eBook:
1. Step-by-step registration instructions for the eBook are available under the 'Content' tab on D2L.
2. There will be multiple sections accessing the eBook. On the publisher's website, be sure to register for the **correct section** of the course: **Fall 2021: MGMT 3000-904: Mitchell**
3. **Use ONLY your official ETSU name (<u>no nicknames</u>) and email** to access the textbook site (www.grlcontent.com) so I may easily troubleshoot any issues that may arise as well as easily transport your grades into the D2L gradebook.
4. Use the **web support form** located at the bottom of every web page of the textbook for all technical questions.
5. To keep the cost of the publication affordable for students, several free public websites with advertisements were included. However, **no additional purchase or subscription is required** from advertisements on external videos or links accessed through the textbook. In addition, kindly notify me if a link to an article or video is broken so that I may address it immediately.

Required Technology

In order to complete the required eBook assignments (www.grlcontent.com), in addition to assignments on the course website (D2L, https://elearn.etsu.edu/), you need to have reliable access to the internet/World Wide Web.

Optional Technology

Microsoft Office ('97-2003 or newer): Word, Excel, PowerPoint; Adobe Acrobat Reader

Meeting computer requirements and keeping to the class schedule is your responsibility. You do not have to be at the same computer each week, but you must make sure the computer you use meets the basic requirements. If

your computer does not meet these requirements, it is your responsibility to access a computer that does. ***Computer problems are not a valid excuse for not completing the assignments by stated deadlines. Do not wait until the last minute to complete your work.***

Course Objectives

This **(15-week) Online** course is designed to be an introduction to the managerial process emphasizing organizational behavior, theory, and development as well as decision-making in complex organizations. Main objectives are to ensure that:

1. Students will discover the importance of studying organizational behavior (OB) terminology, concepts, principles, and theories.

2. Students will show a basic understanding of the field of OB including such topics as personality, learning, perception, motivation, individual differences, and leadership.

3. Students will be able to apply knowledge of OB topics to identify strategies, methods and processes to increase the effectiveness of management processes.

4. Students will be able to apply knowledge of OB topics to understand better why individuals, groups, teams, and organizations behave as they do.

5. Students will be able to explain the linkage between individual and group behavior and effectiveness in business, civic, and professional organizational cultures.

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Schedule of Coursework

Regular course announcements contain the current week's assignments
(D2L 'Course Home' tab)

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Weekly Readings and Assignments		
Week 1 **Beginning August 22**	Reading: Course Syllabus Assignments: Syllabus Quiz	All Week 1 Assignments due by Monday 8/30 at 6pm
Week 2 **Beginning August 29**	Assignment: Discussion 1: Introduce Yourself	All Week 2 Assignments due by Monday 9/6 at 6pm
Week 3 **Beginning September 5**	Reading: Chapter 1 Assignments: Ch. 1 KC; Ch. 1 ALE	All Week 3 Assignments due by Monday 9/13 at 6pm

Week 4 **Beginning September 12**	Reading: Chapter 2 Assignments: Ch. 2 KC; Ch. 2 ALE	All Week 4 Assignments due by Monday 9/20 at 6pm
Week 5 **Beginning September 19**	Reading: Chapter 3 Assignments: Ch. 3 KC; Ch. 3 ALE Discussion 2: Multiple Intelligences	All Week 5 Assignments due by Monday 9/27 at 6pm
Week 6 **Beginning September 26**	Reading: Chapter 4 Assignments: Ch. 4 KC; Ch. 4 ALE	All Week 6 Assignments due by Monday 10/4 at 6pm
Week 7 **Beginning October 3**	Reading: Chapter 5 Assignments: Ch. 5 KC; Ch. 5 ALE	All Week 7 Assignments due by Monday 10/11 at 6pm
Week 8 **Beginning October 10**	Assignments: Discussion 3: ADA, Safety & Security, Sustainability (Green Initiative)	All Week 8 Assignments due by Monday 10/18 at 6pm
Week 9 **Beginning October 17**	Reading: Chapter 6 Assignments: Ch. 6 KC; Ch. 6 ALE	All Week 9 Assignments due by Monday 10/25 at 6pm
Week 10 **Beginning October 24**	Reading: Chapter 7 Assignments: Ch. 7 KC; Ch. 7 ALE	All Week 10 Assignments due by Monday 11/1 at 6pm

Week 11 Beginning October 31	Reading: Chapter 8 Assignments: Ch. 8 KC; Ch. 8 ALE	All Week 11 Assignments due by Monday 11/8 at 6pm
Week 12 Beginning November 7	Reading: Chapter 9 Assignments: Ch. 9 KC; Ch. 9 ALE	All Week 12 Assignments due by Monday 11/15 at 6pm
Week 13 Beginning November 14	Reading: Chapter 10 Assignments: Ch. 10 KC; Ch. 10 ALE	All Week 13 Assignments due by Monday 11/22 at 6pm
Week 14 Beginning November 21	Exam Review	Review for Extra Credit Exam if you choose.
Week 15 Beginning November 28	Extra Credit Exam	Exam Opens 11/26 at 8am Exam Closes 12/6 at 6pm

All assignment deadlines listed are for Eastern Standard Time (EST), the time zone in which ETSU is located, and will be assessed as such. If you travel outside the time zone, please remember to make the necessary time adjustments. **Each student is responsible for contacting the instructor within 24 hours of a missed assignment deadline to be considered for late submission.*

Correspondence and Availability

Announcements. I will (at least once per week) post regular announcements under the 'Course Home' tab on D2L to keep you apprised of any new developments regarding the course. Nevertheless, it is still your responsibility to follow the schedule of coursework (above) and complete and/or submit all assignments on time, whether or not a reminder announcement is posted. In fact, you should *log in to D2L at least every other day* to ensure that you are up to date on all announcements and coursework.

Questions/Suggestions. Unless it is of a personal/private nature, kindly post all course-related questions under the 'Discussion' tab on D2L to the top discussion forum entitled 'Questions/Suggestions'. In so doing, your classmates, who may have similar questions/concerns may benefit from all answers being in one location. (Be sure to indicate the nature of your question in the subject heading of the post.) I will regularly check this forum and strongly recommend that you do so as well. You may be surprised to find that your classmates post questions/suggestions that you have but are hesitant to ask/share. Feel free to also post questions/information directed to your classmates. Remember, the only stupid question is the one not asked!

To discuss personal/private issues, you may contact me by phone, text, email or Skype using the contact information provided. *To attempt a healthy work-life balance, I try to restrict work-related correspondence to*

calls and respond to voice/emails during these hours.

If you fail to reach me directly via any of the above-mentioned methods, kindly leave me a message and *I will try to respond within 24 to 36 hours* (within the work hours mentioned in the paragraph above). If you do not receive a response within the timeframes stated, assume that I did not receive your message and feel free to attempt contact again.

Attendance Policy

This is an online class. Therefore, you will not be required to come to campus for any course-related activities or assignments. However, you are expected to complete online assignments in a timely manner to be considered present and not absent. In fact, **your most recent activity toward the completion of an assignment will reflect your current attendance status should the Registrar's office require such information.** Simply logging into the course D2L site is not enough. You must either post to a discussion thread or submit a completed assignment.

Readings

You will read an average of 3 chapters per week from the required eBook for the course, The Essentials of Organizational Behavior and Management for the Modern Workforce. The D2L materials for each segment of the semester are organized into chapters. *Manage your time wisely as self-discipline is often the greatest predictor of student success in college courses.* All reading assignments (unless otherwise indicated) will be from the eBook required for this course. Frequently, you may have a link to a video or website that will help illustrate the concepts being covered by the textbook readings assigned for the corresponding week. The readings and supplemental course materials will assist you in successfully completing the weekly assignments and the course learning objectives.

Evaluation/Grading

Grading for all students will be in the form of letter grades, not Pass/Fail, and will be based on the following grading scale and assessment items:

A	92.6 – 100		C	72.6 – 77.59
A-	90 – 92.59		C-	70 – 72.59
B+	87.6 - 89.9		D+	67.6 – 69.9
B	82.6 – 87.59		D	60 – 67.59
B-	80 – 82.59		F	Below 60%
C+	77.6 – 79.9			

Assessment Item Name	%age of Final Grade
Syllabus Quiz	Not Included in Final Grade
All D2L Discussions	**10%**
Discussion 1: Introduce Yourself: 40%	
Discussion 2: Multiple Intelligences: 30%	
Discussion 3: ADA, Safety, Security, Sustainability: 30%	
Knowledge Checkpoints	**50%**
Active Learning Exercises	**40%**
Total Points	**100**
Optional Extra Credit Comprehensive Exam	**5 possible points**

<u>**Assignments**</u>

> "…one learns as well or better by doing as by reading or listening. Education is not only a function of books, but a function of experience and connecting what one reads and hears with ongoing observation and experiences."

<p align="center">John Dewey (1938)</p>

<u>**Syllabus Quiz**</u>

Consider this syllabus to be an implied contract. Your continued enrollment in this course means that you agree to the terms of the syllabus. As a result, ***the Syllabus Quiz is mandatory** **and each student must obtain a perfect score on the 10-question syllabus quiz*** (under the 'Evaluation' drop down menu on D2L, click on the 'Assessment' tab) by the due date indicated on the course schedule. ***You will not receive a grade on <u>any</u> assignment until this requirement is complete as I will assume that you chose to withdraw from the course.*** The quiz will simply assess the content of this syllabus; therefore, be sure to carefully read the syllabus (and refer to it regularly).
<u>Note</u>: While the Syllabus Quiz is mandatory, it is not included in your final grade calculation.

<u>**D2L Discussions**</u> **(10%)**

Each D2L discussion assignment will be graded according to the criteria stated in the respective description below [in D2L, **click 'Course Tools' then 'Rubrics' to see detailed grading criteria**]. Each assignment is **graded on a 10-point scale with 10 being the highest** (if all grading criteria are satisfied). You may view your posted grades online, along with written feedback, by clicking on 'Evaluation' then 'Grades' on D2L. Be sure to proofread your posts for grammar and basic writing structure.

<u>***D2L Discussion 1: Introduce Yourself***</u> *(40%)*

The 1st Assignment will be completed on the D2L site for the course. (Click 'Communications', then choose 'Discussions' from the dropdown menu.) This first discussion is designed to help you build community by getting acquainted with your classmates, the instructor and perhaps learn more about yourself.

- First, if you have not already done so, please post a picture of yourself (face) to your D2L profile.
    - Click on the 'My Home' tab in the upper left of the screen.
    - Then click on the drop down menu next to your name in the upper right of the screen.
    - Click on 'Profile' and go from there to upload a ***clearly visible photo*** of your ***face***.
- Second, take the online <u>Personality Quiz</u> (based on the MBTI) to assess your personality.
- In the Discussion subject line: Indicate your name and result of Personality Quiz—for example:
  Dr. Mitchell: INFJ-Advocate
- Then, in your initial 200-word minimum post, introduce yourself making sure to incorporate answers to the following questions:
    1. What is your area of study? (i.e. What major are you currently working toward?) What is your intended occupation (within or outside of that area)?
    2. Are you currently, or have you ever been, a manager or supervisor (of at least 1 other person)? If yes, please explain. If no, do you intend to gain such experience in the future?
    3. What is your personality type (your test result)?
    4. How accurate is the assessment of your personality? Explain.
- Finally, be sure to respond to other classmates' original posts (***at least 2***) to get to know them better.

<u>***D2L Discussion 2: Multiple Intelligences***</u> *(30%)*

This assignment is designed to explore what makes you unique as an individual. Developed in 1983 by Dr. Howard Gardner, professor of education at Harvard University, this theory suggests that the traditional notion of intelligence, based on I.Q. testing, is far too limited. Instead, Dr. Gardner proposed eight different intelligences to account for a broader range of human potential in children and adults. These intelligences are:

◆**Linguistic intelligence** ("word smart"):
◆**Logical-mathematical intelligence** ("number/reasoning smart")
◆**Spatial intelligence** ("picture smart")
◆**Bodily-Kinesthetic intelligence** ("body smart")
◆**Musical intelligence** ("music smart")
◆**Interpersonal intelligence** ("people smart")
◆**Intrapersonal intelligence** ("self smart")
◆**Naturalist intelligence** ("nature smart")

Read more about the intelligences here: https://www.verywellmind.com/gardners-theory-of-multiple-intelligences-2795161

In your 200-word minimum initial D2L discussion post, posted by 6pm on the Wednesday before the final due date, write a summary of the 'types' of intelligences to which you are accustomed, and which ones you (and those people who know you best) perceive as your strengths. Remember to comment on at least two (2) of your classmates' original/initial posts.

D2L Discussion 3: ADA (Americans with Disabilities Act), Safety and Security, and Sustainability (green initiative)(30%)

As business managers or business customers, everyone should be aware of the topics of Disabilities, Safety-Security, and Sustainability. As these areas affect you in business and in life, this assignment should be one of interest to you and may even lead to deeper more extensive research in another course.

- First, identify a business that you may be interested in owning one day – or one that you most admire if you don't have any desire to ever own a business.

- Second, research each of the three topics.

- Then, in your 200-word minimum initial D2L discussion post, posted by 6pm on the Wednesday before the final due date, write a summary of what you would include in your organization's policies regarding **at least two (2)** of these topics. Remember to comment on at least two (2) of your classmates' original/initial posts.

Use APA-style for citing any of your research sources – see examples of how to properly do in-text citations and references here.

Chapter Knowledge Checkpoints (50%)

Knowledge Checkpoints (KCs) will be completed via the eBook website and are located at the end of each chapter. KCs are designed to assess your overall comprehension of the material. You must **click 'submit answer' to save each (and every) answer** in order for it to be recorded. You may change your answers to the questions as many times as you would like. However, once you **click 'I am finished'** you may not make any changes to question responses (even if you did not answer the questions). Therefore, read carefully and ask questions for clarification to make sure that you are learning the material. **You will only be able to see your score on the KC and the correct answers to the questions once the deadline has passed and everyone has taken the KC.** Note that questions from the KCs also represent the format and types of questions that will appear on the optional extra credit comprehensive examination, so pay attention! You may revisit and review all assessment items by clicking on the 'Gradebook' tab in the eBook and exploring each component individually.

Chapter Active Learning Exercises (40%)

As you read the chapters in the eBook, on the designated website, you will encounter various exercises (self-assessments, videos with follow-up questions, etcetera) called Active Learning Exercises (ALEs) which vary in number of questions from chapter to chapter. ALEs are designed to engage you as you encounter the material as active engagement is proven to enhance deeper levels of learning. As with the KCs, be sure to **click 'Save' to**

save each answer. You must <u>answer each and every question</u> you encounter as you read the chapter in order to maximize your opportunity to earn 100 percent on the assignment.

Optional Extra Credit Comprehensive Examination (5 points)

The Optional Extra Credit Comprehensive Examination will cover reading assignments as indicated and information presented in class. Exam questions will be multiple-choice and short-answer format and will appear on your computer screen one at a time. Although you will have an unlimited number of attempts to get a perfect score on the Syllabus Quiz, ***you will only have one attempt on the Exam***. *This is an optional extra credit opportunity – it can only help your grade, <u>NOT</u> hurt it. Once you review your progress toward your desired end-of-semester grade, you may determine whether to take the exam.*

The Exam will be administered online (by clicking 'Evaluation' then 'Assessments' on D2L) near the end of the semester and will be open-book and open-notes. This means that you may use your textbook and/or notes. However, manage your time well because you only have a limited time period in which to complete the exam. Although the exam will be open-book and open-notes, ***it is not a team assignment*** (see more regarding Academic Integrity below).

You may wish to review the Knowledge Checkpoints (KCs) at the end of each chapter as a way to review for the Comprehensive Examination as the questions will be similar in nature and format. In the eBook, click on 'Gradebook', 'Student', 'Knowledge Checkpoint', select Chapter, then click on detail.

Extra credit(s) (added to your overall/final course grade) depends on your score on the exam:

> More than 95 score on the exam = 5 extra points on your final course grade
> 90-94 score on the exam = 4 extra points on your final course grade
> 85-89 score on the exam = 3 extra points on your final course grade
> 80-84 score on the exam = 2 extra points on your final course grade
> 75-79 score on the exam = 1 extra point on your final course grade

Academic Integrity

You are expected to conduct yourself ethically and not engage in any acts of academic dishonesty. ***Any student caught in the act of academic dishonesty will be given an F in the course and /or prosecuted in accordance with applicable College and University policies (up to EXPULSION). (See details in the Syllabus Attachment at the end of this document).*** Click here for some definitions relating to academic misconduct.

Late Submission Policy

> ***Assignment Makeup/Due Date Extensions will be considered on a case-by-case basis. Each student is responsible for contacting the instructor within <u>24 hours</u> of the due date of the missed assignment.***

In this syllabus, you have all the due dates for assignments for the semester. Place these dates on your calendar(s) so you may manage your time well and complete EVERY assignment on time. If you have a **plausible** reason for missing an assignment deadline, it is your responsibility to contact me **<u>within 24 hours of the due date of the assignment</u>** with your explanation and, if granted permission, submit your late assignment **within a week of the original due date**. Note, however, that **a 10-point penalty for each day late** <u>may</u> apply to your undocumented late submission. Only I, your instructor may reopen a closed assignment – the textbook publisher cannot reopen KCs or ALEs.

Disability Accommodation

If you have a qualifying disability that requires that you have special accommodations to successfully complete an assignment and/or the course, notify me immediately (***within the first 2 weeks of the current semester***). ***Reasonable accommodations may be available for students, providing that you register with the Disability Services office (located in the D.P. Culp Center) <u>and</u> that you notify me at the beginning of the semester.***

Following is ETSU's disability statement:

> "It is the policy of ETSU to accommodate students with disabilities, pursuant to federal law, state law and the University's commitment to equal educational opportunities. Any student with a disability who needs accommodation, for example arrangement for examinations or seating placement, should inform the instructor at the beginning of the course. Faculty accommodation forms are provided to eligible students by Disability Services. Disability Services is located in the D.P. Culp Center, Room 326, telephone 439-8346." https://www.etsu.edu/students/ds/

Diversity and Inclusion

As a learning community, we aspire to a culture of inclusiveness such that we respect and accept backgrounds, beliefs, ideas, experiences, traditions, etc. different from each of our own. Therefore, to encourage the free exchange of ideas in our classroom, there will be zero tolerance for any form of bullying, discrimination or harassment.

Following is an excerpt from ETSU's diversity statement:

> "[ETSU] recognizes that all members of the University community benefit from diversity and that the quality of learning, research, scholarship and creative activities is enhanced by a campus climate of inclusion, understanding, and appreciation of differences and the full range of human experience…'

Links to Important Information

1. Desire2Learn (D2L) Student Guides
   http://www.etsu.edu/d2l/students/atoz.php

2. Should you experience any technical problems with D2L, *immediately* contact the (OIT) Office of Information Technology's student help desk at 423.439.5648 (off-campus) or 9-5648 (on-campus) or e-mail shdesk@goldmail.etsu.edu.

3. Click on the link below to go to the official ETSU Syllabus Attachment:
   https://www.etsu.edu/reg/academics/syllabus.php

   Once there, you may read information regarding:
   - Important dates
   - Adding and dropping classes
   - ETSU Honor Code
   - ETSU Diversity Statement
   - Academic Advising
   - Career Services
   - Center for Academic Achievement
   - Disability Accommodations
   - Mental Health Services

As the course Instructor, I reserve the right to adjust times, dates, assignments, exams when deemed necessary.