KAPIOLANI COMMUNITY COLLEGE
MGT 122: ORGANIZATIONAL BEHAVIOR (SPRING 2012)

ON-LINE COURSE

Instructor: Kerri Lum, MBA **Phone:** 734-9013 **E-Mail:** kerrilum@hawaii.edu **Office:** Kopiko 213	**Office Hours:** Please arrange a date and time to speak with the instructor by phone, e-mail or in-person anytime you have questions or need to discuss any assignments, issues or concerns.

TEXTBOOK:
Organizational Behavior, 1st Edition, McGraw-Hill. Colquitt, LePine, Wesson.

GENERAL COURSE DESCRIPTION & OBJECTIVES:
MGT 122 is a management course for supervisors covering key concepts and issues underlying the modern practice of interpersonal relations. Through MGT 122 you will develop the ability to handle human relations constructively, develop a greater understanding of the causes of interpersonal conflict, and to make intelligent choices when people related problems arise. Major areas of study are self-awareness, communication, interpersonal relationships, values, attitudes, working with others, working with supervisors, customer service, and self-improvement.

Upon successful completion of MGT 122, the student should be able to:
- ✓ Demonstrate an understanding of the area of human relations in business dealing with self-awareness, communication, and interpersonal relationships.
- ✓ Identify forces influencing human behavior.
- ✓ Describe human relations historical movement.
- ✓ Explain basic human relations themes.
- ✓ Describe communication process.
- ✓ Describe active listening.
- ✓ Describe empathetic listening.
- ✓ Demonstrate listening skills.
- ✓ Explain how individuals acquire attitudes.
- ✓ Describe changing attitudes.
- ✓ Describe development of self-esteem.
- ✓ Explain power of expectations.
- ✓ Identify methods to raise self-esteem.
- ✓ Analyze MBTI.
- ✓ Explain concepts of communication styles.
- ✓ Describe communication style method.
- ✓ Identify communication style.
- ✓ Demonstrate style flexing.
- ✓ Describe Maslow's hierarchy of needs.
- ✓ Differentiate leadership styles.
- ✓ Explain formation of values.
- ✓ Rank instrumental values.
- ✓ Rank terminal values.
- ✓ Explain benefits of self-disclosure.
- ✓ Describe Johari Window model.
- ✓ Describe Johari Window strategies.
- ✓ Describe TA.
- ✓ Demonstrate complementary transactions.
- ✓ Explains forms of positive reinforcement.
- ✓ Describe barriers of positive reinforcement.
- ✓ Explain positive first expressions.
- ✓ Identify first expression factors.
- ✓ Describe factors that influence work clothing.
- ✓ Explain teamwork.
- ✓ Identify characteristics of work team.
- ✓ Describe dimensions of leadership.
- ✓ Describe team building.
- ✓ Identify causes of conflict.
- ✓ Explain conflict management strategies.
- ✓ Demonstrate assertive skills.
- ✓ Demonstrate stress reduction strategies.
- ✓ Explain formation of prejudicial attitudes.
- ✓ Identify forms of discrimination.
- ✓ Describe changing traditional sex roles.
- ✓ Explain how to avoid sexual harassment.
- ✓ Illustrate unwritten rules.
- ✓ Describe getting along techniques.
- ✓ Describe handling an angry customer.

CLASSROOM ENVIRONMENT:
The online classroom environment will be conducive to the sharing of ideas and everyone is welcome to ask questions at any time. The primary objective is to maximize learning through a disciplined, yet stimulating environment for maximum exposure to and understanding of the material presented.

STUDENT CONDUCT CODE:
In instructional activities, students are responsible for meeting all of the instructor's attendance and assignment requirements. Failure to do so may affect their final grade. In all college-related activities, including instruction, students must abide by the college's codes and regulations, refraining from behavior that interferes with the rights and safety of others in the learning environment. Finally, if students decide to file a grievance, they are fully responsible for providing proof that they have been wronged.

Please familiarize yourself with KCC's Student Council Code in the course catalogue. You should know your rights and responsibilities on campus. The Student Conduct Code describes specific campus policies related to: drug and alcohol use, smoking, weapons, sexual harassment and sexual assault, academic honesty, nondiscrimination, and family privacy.

In all campus environments, Disruptive Behavior will not be tolerated. This means: any speech or action that (1) is disrespectful, offensive, and/or threatening; (2) interferes with the learning activities of other students; (3) impedes the delivery of college services; and/or (4) has a negative impact in any learning environment.

ATTENDANCE:
Although there is no in-person class to attend, your timely review of the online class materials, adherence to assignment/exam due dates and participation through the discussion board and team project are critical to your success in the class.

INSTRUCTOR RESPONSE TIME:
The instructor will reply to your e-mail and telephone messages within 24 hours during the weekday (and by Monday morning for messages, which are received on Friday afternoon and during the weekend).

ASSESSMENT DETAILS:

EXAMS – 30% of final grade:
There will be an exam after every 3-4 chapters. The exams are **not** cumulative; they will only cover the chapters presented after the last exam. The exam questions will come from the PowerPoint slides (including exercises and questions asked on the slides) and the textbook pages. The exam format will include multiple choice questions. Students can access the exams anytime between 4:00am-11:59pm on the day of the exam.

FINAL EXAM – 20% of final grade:
The final exam is 2 hours. Students can access the final exam on Monday, December 12, 2011 between 4:00am-11:59pm. Further details on the final exam will be provided later in the semester.

ADDITIONAL INFORMATION ON EXAMS:
Make-up exams, with no late point deductions, are permitted if (1) the instructor is notified **before** the quiz, and (2) the reason for the absence is extreme (ie. illness with a doctor's note, family emergency). If the above criteria are not met, make-up quizzes are permitted with a 20% deduction and must be taken within one week of the missed exam. There is no make-up opportunity for the final exam.

CONSULTING PLAN – 20% of final grade:
The details for this 3-part assignment are included in a separate document. Although this plan is due on various dates during the semester, students are advised to work on the assignments every week to avoid having to complete everything too close to the deadline. Points will be deducted for plans submitted late, with a deduction of 10% for every day it is late.

TEAM PROJECT – 15% of final grade.
Students will be expected to meet via chat rooms and communicate through e-mail for the team project. Of the 15% total grade, ¾ will be based on individual work and ¼ will be based on the collaborative team submission.

CLASS PARTICIPATION – 15% of final grade:
Discussion questions will be posted for selected chapter. In addition, you will be asked to comment on a posting from another student in certain weeks. In order to receive full points your answers must be complete (approximately 5-10 sentences) and not be as simple as "I agree," "Yes," etc. Answers posted after the deadline will receive a 50% late deduction.

GRADING:

CATEGORY	% OF GRADE	TOTAL POINTS
Exams	30%	300
Final Exam	20%	200
Consulting Plan	20%	200
Team Project	15%	150
Class Participation	15%	150
Total Possible Points		1000

TOTAL POINTS	GRADE
900-1000	A
800-899	B
700-799	C
600-699	D
Below 600	F

DISABILITY STATEMENT:
If you have a documented disability and have not voluntarily disclosed the nature of your disability and the support you need, you are invited to contact the Disability Support Services Office (DSSO), 734-9552 (V/TTY), Ilima103, for assistance.

IMPORTANT DATES:
- January 13, 2012 is the last day to withdraw from this class with a 100% tuition refund.
- January 30, 2012 is the last day to withdraw from this class with a 50% tuition refund and without a "W."
- April 2, 2012 is the last day to withdraw from this class, change to a credit/no credit grade option, and to request an audit grade option.