

Course Title	Organisational Behaviour			
Course Code	MGMT209			
Course Type	Lecture & Presentations			
Level	Higher Diploma			
Year / Semester	2 nd Year / 3 rd Semester			
Teacher's Name	Stella Kyriakidou			
ECTS	4	Lectures / week	2	Laboratories / week
Course Purpose and Objectives	To diagnose and analyse business organisational micro and macro environments.			
Learning Outcomes	<p>After successful completion of the course, students are expected to:</p> <ul style="list-style-type: none"> ▪ Understand what organizational behavior is and why it is important ▪ Understand theories about how managers should behave to motivate and control employees ▪ Define organizational culture and explain how managers create culture ▪ Discuss why it is important for managers to behave ethically ▪ Understand the steps managers can take to effectively manage diversity ▪ Understand the nature of managerial decision making ▪ Describe the types of organizational structures managers can design, and explain why they choose one structure over another ▪ Explain what leadership is and what makes for an effective leader ▪ Explain why groups and teams are key contributors to organizational effectiveness ▪ Understand conflict management strategies that managers can use to resolve organizational conflict effectively 			
Prerequisites		Required		
Course Content	<ol style="list-style-type: none"> 1. What Is Organizational Behavior? 2. Diversity in Organizations 3. Attitudes and Job Satisfaction 4. Emotions and Moods 			

	<ol style="list-style-type: none"> 5. Personality and Values 6. Perception and Individual Decision Making 7. Motivation Concepts 8. Motivation: From Concepts to Applications 9. Foundations of Group Behavior 10. Understanding Work Teams 11. Communication 12. Leadership 13. Power and Politics 14. Conflict and Negotiation 15. Foundations of Organization Structure 16. Organizational Culture 17. Human Resource Policies and Practices 18. Organizational Change and Stress Management
Teaching Methodology	Course topics are presented by a variety of teaching approaches including lectures, exercises, multimedia cases, homework case analysis and class presentations and discussions of assigned readings.
Bibliography	<p>Compulsory Reading</p> <ul style="list-style-type: none"> • Griffin, Ricky (2019), Organizational Behavior: Managing People and Organizations, 13th, Cengage Learning, ISBN: 978-0357042502 <p>Additional Reading</p> <ul style="list-style-type: none"> • Newstrom, John (2014), Organizational Behavior: Human Behavior at Work, 14th, McGraw-Hill Education, ISBN: 978-0078112829. • Rao, V. S. P. (2018), Managing Organisational Behaviour, 3rd, Laxmi Publications Pvt Ltd, ISBN: 9789352742837. e-book-Ηλεκτρονική Βιβλιοθήκη EBSCO. <p>Academic Articles</p> <ol style="list-style-type: none"> 1. Karatepe, Osman, (February 1, 2013), Perceptions of organizational politics and hotel employee outcomes: The mediating role of work engagement, Perceptions of organizational politics and hotel employee outcomes: The mediating role of work engagement Emerald Insight 2. Kara, Derya & Uysal, Muzaffer & Sirgy, Joseph & Lee, Gyumin, (March 5, 2013), The effects of leadership style on employee well-being in hospitality, The effects of leadership style on employee well-being in hospitality - ScienceDirect

	<p>3. Kim, Woo Gon & McGinley, Choi , Hyung-Min & Agmapisarn, Charoenchai (September 21, 2019), Hotels' environmental leadership and employees' organizational citizenship behavior, Hotels' environmental leadership and employees' organizational citizenship behavior - ScienceDirect</p>
Assessment	<ul style="list-style-type: none"> ▪ Class participation 10% ▪ Assignments/Tests 20% ▪ Mid-term exam 20% ▪ Final exam 50%
Language	English