Hello, and welcome!

Have you ever noticed how organizations have different cultures? Some may exhibit positive morale and collaboration. Others may experience challenges in team building and productivity. The success of organizations can often be traced back to how people act within them. In this course, you will learn about those behaviors and how they affect group achievement.

We invite you to take a minute to learn about the course by reviewing the following information. This way, you will be better able to understand the expectations of the course as a whole. Then you can determine how to manage your time and efforts as you navigate through it.

Ready to begin? Let’s explore these concepts. We’re here to help you every step of the way!
Course Description and Competencies

What to Expect

In this course, you will study individual behavior and the ways in which groups develop. You will also consider the nature of work teams, organizational culture, leadership styles, and performance improvement.

The material is divided into six modules, which focus on the following topics: individuals, groups, team building, culture, leadership, and performance. Knowledge checks and videos appear throughout the course and help you check your learning.

The assessment provides an opportunity to demonstrate your mastery of the competencies in this course. You may attempt the assessment two times before additional support is necessary. If you require further attempts, please contact our support team at (888) 320-0540 or support@academy.wgu.edu.

This course covers the following competencies:

1. The graduate can describe the effects of specified influences on individual behavior
2. The graduate can recommend appropriate principles or techniques for guiding the development of a group.
3. The graduate can determine which type of team and team leadership should be used to accomplish a task or project.
4. The graduate analyzes the culture within an organization to determine how to work effectively within that organization.
5. The graduate can analyze leadership theories, methods, and tools in given situations and select the appropriate behavior of the leader.
6. The graduate can develop and recommend how to implement effective performance-evaluation processes.

1 final exam
3 competency units
# Course Outline

<table>
<thead>
<tr>
<th>Module</th>
<th>Upon completion of this module, you will be able to:</th>
</tr>
</thead>
</table>
| **1 Individuals** | - Describe personality, the way it is measured, and the factors that shape it.  
- Compare Hofstede’s five value dimensions and the GLOBE framework.  
- Explain the factors that influence perception and decision-making.  
- Contrast the three ethical decision criteria.  
- Describe how the contemporary theories of motivation complement one another. |
| **2 Groups** | - Distinguish between the different types of groups.  
- Demonstrate how norms exert influence on an individual’s behavior.  
- Integrate issues of cohesiveness and diversity for group effectiveness.  
- Show how individual differences influence negotiations.  
- Assess the roles and functions of third-party negotiations. |
| **3 Team Building** | - Analyze the continued popularity of teams in organizations.  
- Contrast the five types of team arrangements.  
- Identify the characteristics of effective teams.  
- Explain how organizations can create team players.  
- Decide when to use individuals instead of teams. |
| **4 Culture** | - Describe the common characteristics of organizational culture.  
- Compare the effects of culture on people and the organization.  
- Identify the factors that create and sustain an organization’s culture.  
- Explain how culture is transmitted to employees.  
- Show how national culture can impact an organization in another country. |
| **5 Leadership** | - Identify the central tenets and main limitations of behavioral theories.  
- Discuss the roles of leaders in creating ethical organizations.  
- Evaluate the challenges to our understanding of leadership.  
- Identify challenges and opportunities in applying organizational behavior concepts.  
- Describe the key employability skills gained from this course. |
| **6 Performance** | - Contrast leadership and power.  
- Identify power or influence tactics and their contingencies.  
- Analyze how politics work in organizations.  
- List the methods of performance evaluation.  
- Describe the leadership role of human resources (HR) in organizations. |
Technology Requirements

We want you to have the tools to succeed! Since this course includes at least one proctored test, please be sure to have a working microphone, speakers, and an external webcam. Unfortunately, an internal webcam (built into many laptops) is not acceptable. (Note: The external webcam is required only for exams that have proctors. You do not need one for practice tests and other non-proctored assessments.) For other details about the technology you’ll need, review the Computer System and Technology Requirements. If you have questions about your setup, contact support@academy.wgu.edu.

You will need Adobe Acrobat Reader DC. If you haven’t already, download this free software. You may encounter an interactive form that contains fields that you can select or fill in. Review how to fill in a PDF form.

Key Contacts

Your Fellow Learners
Check out the Organizational Behavior Lobby in the course site! In this online community, you can ask questions and explore ideas. You can connect with your fellow learners. When you use this site, you will realize that other learners may have the same questions you have. You can all benefit from learning together!

Tutor.com
If you need academic support, don’t hesitate to contact Tutor.com. There, you have access to thousands of tutors. And they are available 24/7 from any internet-ready device. You can also benefit from instructional videos, study tools, and other assistance.

Technical Support
If you encounter technical issues, be sure to contact the Help Desk. Just submit a Support Request for assistance.

Program Support
Do you have questions about your account? Student Support has answers. They can help with billing, switching courses, and other requests. You can contact them at (888) 320-0540 or support@academy.wgu.edu.

Accommodations

WGU provides compliant and accessible learning experiences. If you require accommodation, please contact us at the start of the course. You can email Support@academy.wgu.edu or call (888) 320-0540. We are committed to ensuring that all students with disabilities have equal access to WGU’s services and materials. We strive to use best practices for accessibility. Our goal is to conform to existing U.S. laws. These include the Americans with Disabilities Act and Section 504 and Section 508 of the Rehabilitation Act. Our learning management system (LMS) platform is Open edX. Open edX’s commitment to accessible content is published on their Website Accessibility Policy.