

MORAVIAN COLLEGE

COURSE:	MGMT 342: Organizational Behavior Leadership (OB/L) Spring 2012
TIME/DAY:	T/R: (A) 10:20-11:30AM & (B) 1:10pm – 2:20pm
LOCATION:	Comenius 105
INSTRUCTOR(S):	Katie P. Desiderio, Ph.D.
E-MAIL:	mekpd01@moravian.edu
OFFICE :	Comenius Hall 202
HOURS:	Mon & Wed: 1-2:30pm & Thurs: 2:30-3:30pm
PHONE:	610.861.1376

REQUIRED TEXT:

Nelson, D. L. & Quick, J.C. (2011). *ORGB*, 2nd ed. Mason, OH: South-Western. ISBN-10: 0-324-78718-9

OPTIONAL TEXT:

Hacker, D. & Sommers, N. (2010). *The Bedford Handbook*, 8th ed. Boston, MA: Bedford Books.

COURSE DESCRIPTION: This *writing-intensive* (WI) course examines the relationship between the individual and the organization. Topics to be considered include communication, motivation, leadership and power, group dynamics and decision-making, interpersonal relations and change. Theories and practice of leadership will be studied in depth. Various pedagogical techniques will be utilized including lectures, case studies, examination of research and experiential learning. This course will focus on the impact that individuals, groups, industries, and structure have on behavior within organizations. It will also discuss the application of such knowledge toward improving an organization's effectiveness. *Prerequisites*: Management 223 and 253. * *Closed to students who have previously taken Special Topics course: Organizational Behavior (OB)*

STUDENT LEARNING OBJECTIVES:

- Describe what managers do and what leaders do.
- Identify the major challenges and opportunities for managers to use OB concepts.
- Identify how to shape the behavior of others.
- Recall the relationship between attitudes and behavior.
- Analyze the types of goals that increase performance.
- Explain how change impacts performance.
- Identify the characteristics of effective teams.
- Recall leadership theories.
- Analyze the factors determining an organization's culture.
- Improve written expression and communication through the use of formal and informal writing as tools for learning
- Enhance presentation and teamwork skills
- Identify, define and apply the correct OB/L models, concepts, and processes to a "real world" opportunity
- Develop and present a given 'real world' opportunity



COURSE PROCEDURES: Learning is most effective when the students are *actively* involved and responsible for the experience. The major approach to gaining mastery in OB and Leadership will be individual study, reflection, and teamwork combined with class discussions and sharing of ideas, projects, and reports. This is your class—your learning experience. Make the most of it by:

- 1. Reading all assignments prior to class & CHOOSING YOUR ATTITUDE!
- 2. Coming to class prepared with the required text BE THERE & PLAY!
- 3. Utilizing the online tools available to you
- 4. Being alert to current OB/L buzz & PLAY!
- 5. Attending and participating in class seminars and discussions BE THERE, PLAY, MAKE THEIR DAY, & CHOOSE YOUR ATTITUDE!
- 6. Completing the conventional and experiential exercises, which may involve opinion generation, analysis, observation, personal practice, and library research
- 7. Working as an OB/L consultant BE THERE, PLAY, MAKE THEIR DAY, & CHOOSE YOUR ATTITUDE!
- 8. Completing the two examinations
- 9. Maintaining and sharing your ideas each week (*OB/L Buzz with Dr. D.*) BE THERE!
- 10. Participating fully in the cooperative "learning" adventure!

MISSION RELEVANCE: The course will help students to understand and apply organizational behavior and leadership concepts as a business practitioner. Examples of current OB/L opportunities will be reviewed as a basis for learning how excellent companies employ the strategies taught. An awareness of the dynamic environment of organizational behavior will better prepare the student for a successful career in business.

COURSE ACTIVITIES TO MEET OBJECTIVES: The student will read the text and understand the material presented through class lectures, exams, guest speakers, conventional and experiential exercises, and a comprehensive term project. In order to fully meet the course objectives, you must BE THERE!

ATTENDANCE: Students demonstrate their responsibility in the regularity and punctuality of their attendance. Please plan to arrive on time and remain the entire class period. Leaving class at the break will constitute an absence. As part of this policy, 3 days tardy constitutes 1 absence. Absences due to illness or other reasonable causes may entitle the student to make up missed work if communicated to course facilitator. Absences beyond 3 for exceptional reasons may be excused only upon presentation of a letter from a physician or other acceptable documentation. If the number of absences exceeds 3, the student's grade will be lowered by one letter. If the absences exceed 6 in a semester, the student will be issued an "F" for the course. YOU are responsible for all information, assignments, revisions, announcements, and etcetera. Please plan to BE THERE & CHOOSE YOUR ATTITUDE to maximize your learnings! Arrange for a few peers that you can rely on to assist you in the case of your absence.

GRADING: You will have the opportunity to demonstrate your learning through scheduled examinations, active participation, exercises, and projects. Students will be assessed both qualitatively and quantitatively in this class. **Excessive absences will lower your final grade evaluation**. In addition, expect a penalty of one half a letter grade per day for late assignments.

Exam 1	20%
Exam 2	20%
Energy, Ideas, & Involvement	20%
Exercises	20%
OB/L Fish! Proposal	<u>20%</u>
-	100



Grades will be determined as follows:		
Superior Achievement	A (4.0)	93-100
Great Performance	A- (3.67)	90-92.9
Very Good Work	B+ (3.33)	86-89.9
Good Work	B (3.0)	80-85.9
Above Average	C+ (2.33)	76-79.9
Average Performance	C (2.0)	70-75.9
Below Average	D (1.0)	60-69.9
Failure	F (0.0)	59.9 & below

GRADING SCHEDULE:

Attention	Students!

* You are responsible for your grades and are encouraged to question every aspect of your grade and/or performance throughout the course of the semester.

DEFINITION OF ASSIGNMENTS: All exercises must be typed, proofread, and delivered on or before the due date. Delivery may be in person or via e-mail attachment as a Word document. *Please use a right justified header with your name, exercise name, course #, and date.*

- EXERCISES: In an effort to enhance your understanding of the components included in OB and Leadership, be prepared to use writing to explore your reactions to both contemplated and learned materials through both conventional and experiential exercises. *Conventional:* You will be reacting to scenarios, case studies, as well as to peer-work. You will use writing to explore your thinking, feeling, and learning. The informal exercises will also serve as formative assessments (identifying the areas that you and I can take action on to improve both instruction and learning) for our class. *Experiential:* You have been selected to serve as participants in one of your peer's research projects! This six-week endeavor will be led by a Moravian Honor's student seeking to explore stress management techniques; students will be randomly assigned and anonymity will be kept at the forefront of this study.
- EXAMS: The non-cumulative, in-class, session-long examinations are a combination of multiplechoice (specific terminology recognition, knowledge, and application) and essay (application, analysis, and synthesis). Test questions will be derived from the text and lectures. Tests are intended to ensure that students have grasped the fundamentals of OB/L and are ready to build on that knowledge. Thus, you need to be present in class to benefit from the knowledge shared both from lectures and from your peers! Some of the richest discussions will be those shared among classmates; your discussions to the class as a whole are encouraged. (*Note: Administered via blackboard*)
- ◆ OB/LEADERSHIP BUZZ WITH DR D.: As a value-add to build on our class discussions, you will contribute to our learning environment by sharing interesting, effective, ineffective, and stimulating "buzz" pertaining to each chapter of our OB/L text. You will share personal and professional reactions to your findings as well as those discussed in class. Your goal is to watch the news, listen to the radio, read relevant journals and/or magazines, and surf the web for the latest and greatest OB/L buzz. Relevant buzz is due for each chapter covered in class. *Hint: set a Google alert for relevant buzzwords*!
 - Record an Aha! Moment on each *piece of buzz* you share using progressive critical examination as your learning increases. Start a folder (that will be reviewed at varying (and random) points of the semester) containing all of the articles and findings shared each week. **Please bring to each class for discussion.**
- **OB/L FISH! PROPOSAL:** In order to holistically develop your skills as a student learner and aspiring professional, it is imperative that your research extends beyond the classroom.



- <u>TASK.</u> Congratulations ~ you have been hired to go Fish! You will choose a local company of interest to research from January through April 2012 in partial fulfillment of this course. Each student team is responsible for contributing to the research associated with your assigned role. In an effort to fully enhance your experience, you will prepare drafts over the course of the semester. You will be required to research your chosen company for the *entire semester*, as *alternative options are not permitted once you make your selection and there will be no duplicates*.
- <u>ROLE AND AUDIENCE</u>. Based on our learnings in class, students will be asked to explore OB/L concepts in action while using the Fish! Philosophy in this applied learning experience. Consider this assignment as an exciting exploration into data gathering and discovery of how to develop and propose how the Fish! Philosophy can be employed to a local organization using an OB/L lens. You may use your colleagues in this class as resources, along with other forms of data gathering such as interviews, questionnaires, observations, and review of organizational records (if available). This class will be an environment that enhances your knowledge while developing critical thinking skills that will drive the creation of your proposal.
- FORMAT OF PROPOSAL. The final proposal will be no less than 15 typed pages in length, 0 double-spaced with 1-inch margins, and 12-point Times New Roman font. Please include an introduction to the organization under analysis, describe the current culture, address the proposed changes/enhancements you are advocating for using the four principles of the Fish! Philosophy (Be There, Play, Make Their Day, and Choose Your Attitude), analyze evidence of how you came to this discovery, and present a strong position for how this will enhance overall performance of the organization. The paper should be typed, proofread before submission, and contain appropriate citations both within the text and as references at the end of the paper. Again, keep personal copies for yourself. This paper will be the result of semester long research concerning OB and Leadership, the company, and your discoveries. You will explore themes, alternative approaches, and perspectives. Be prepared to write, evaluate, give and receive peer and instructor feedback and then discuss the changes prior to final composition. In fact, our goal is to create an independent, peer-supported learning environment for sharing struggles and insights, heights and depths, and learning through our mutual adventure. Please be prepared to formally present your experience(s) over the course of the semester.
- <u>FORMAT OF ORAL PRESENTATION</u>. The presentations will last approximately 20 minutes including a question and answer period. The topic of the presentation will be your prepared proposal. PROFESSIONAL SPEECH, VISUALS, DEMEANOR, AND ATTIRE ARE EXPECTED. The presentation will be evaluated on how well organized it is, how clearly you communicate your ideas, and how well you respond during the question and answer period. In business, you will frequently be asked to give brief presentations during departmental meetings, and the like. Thus, the purpose of the presentation is to sharpen your skills at providing concise and clear presentations. This is the opportunity to deliver and receive critiques and we will learn how this invaluable information helps us grow both personally and professionally in life!
- <u>EXPECTATIONS ABOUT THE PROCESS</u>. Did you know that **learning is a process**? "If the process is sound, the product will take care of itself" (W. Zinsser). The final paper will be a culmination of writing exercises that will be evaluated over the course of the semester. Your writing will communicate your exploration of Company Z using an organizational behavior and leadership lens. Using all of your resources, the paper shall be well written, and professionally developed, as you will be presenting the proposal to your boss.



<u>CRITERIA FOR EVALUATION</u>. The final product will be graded holistically with a single letter grade, as per the grading schedule listed in this syllabus. An 'A' final paper meets all the criteria for this assignment. The writer(s) will show an understanding of the key concepts learned in this class by synthesizing what has been learned in class with this program evaluation. The final paper will be organized, well-written, fully developed and will be free of ambiguity, grammatical and mechanical errors. The final presentation will be a professional communication to the class of your semester long experience; please plan to invite a representative from your selected company to your presentation. BOTH THE FINAL PAPER AND PRESENTATION WILL BE SUBMITTED TO THE PROFESSOR ELECTRONICALLY ON OR BEFORE THE DESIGNATED DUE DATE.

Your work in preparing the proposal is the culmination of your learning, thinking, problem solving, and executions. The experience *should be* exciting, frustrating, fun, difficult, and an excellent learning adventure.

**The final proposal is a perfect candidate for inclusion in your learning portfolio.

KITING SCHEDULE.
Draft due of an introduction to Company Z (current culture). Please include OB/L
learnings throughout your paper.
Draft due of introduction, orientation to your main topic (what the Fish! Philosophy is
and how it can enhance the performance of the company if embraced).
Draft due of introduction, orientation to your main topic, & how this can best be
applied to Company Z.
Draft due of introduction, orientation to your main topic, how this can best be applied
to Company Z, & how to effectively employ this provided the culture of the company.
Draft due of introduction, orientation to your main topic, how this can best be applied
to Company Z, how to effectively employ AND MANAGE this provided the culture of
the company, & the ultimate intended outcome/enhancements.
Review of sources to be sure you have included the best supporting research to
enhance the quality of your proposal.
Final edits

OB/L PROPOSAL WRITING SCHEDULE

RESOURCES:

1. Library Materials include (but are not limited to):

Harvard Management Update	Journal of managerial issues
Journal of Behavioral Studies in Business	Wall Street Journal
Journal of behavioral and applied management	New York Times
Journal of business and management	Journal of business ethics
Journal of gender, race and justice	Journal of organizational behavior
Journal of business and psychology	Journal of conflict resolution
Journal of Business Issues	Journal of ethics
Organizational Behavior & Human Performance	Organization behavior & human decision processes
Leadership excellence	Leadership in action
Leadership Quarterly	Leadership (Burlingame, Calif)

• Most of the listed journals are not available in hard copy in the Reeves Library but are available on-line or through inter-library loan. The Reeves Library Web site can be accessed at



<u>http://home.moravian.edu/public/reeves/</u>. EbscoHost and Lexis-Nexis are excellent resources. I can arrange for Bibliographic Instruction upon request.

- 2. WEB MATERIALS: Resources are included in each chapter of your textbook as well as additional resources, such as quizzes, flash cards, games, videos and an eBook, on the text web site. The URL for our text is: <u>www.4ltrpress.cengage.com/orgb</u> (*Hint: bookmark address*)
- 3. The MORAVIAN COLLEGE WRITING CENTER is an excellent resource. The Writing Center is located on the 2nd floor of Zinzendorf and the phone number is 610.861.1592. Become a regular visitor to the writing center, as it is a great tool readily available to you!
- 4. The MORAVIAN OFFICE OF LEARNING SERVICES is another great resource available to ALL students; the center exists so that any student can work with a learning support professional in order to improve his/her academic performance. A series of support workshops that focus on many academic skills and strategies useful for students at any stage in their academic career are offered. This office also supports students who wish to request accommodations in this class for a documented disability. Students who wish to request accommodations in this class for a disability should contact Mr. Joe Kempfer, Assistant Director of Learning Services, 1307 Main Street (610.861.1510). Accommodations cannot be provided until authorization is received from the office of Learning Services.
- 5. The MORAVIAN CAREER CENTER is a fabulous resource to you, as a student of Moravian College. Please take the opportunity to visit the Career Center at 1305 Main St. or on the web at: http://home.moravian.edu/public/career/.
- 6. *I AM ONE OF YOUR RESOURCES* so please contact me at any time to arrange a personal or telephone conference. PLEASE SEE ME AS SOON AS POSSIBLE IF YOU ARE HAVING ANY DIFFICULTIES AND OF COURSE TO SHARE AHA! MOMENTS. QUESTIONS ARE ENCOURAGED ⁽³⁾

MIDDLE STATES ASSOCIATION OF COLLEGES AND SECONDARY SCHOOLS ACCREDITATION: The Middle States Commission on Higher Education accredits Moravian College based on an evaluation of the school as a whole rather than on just one program; this designation acknowledges our commitment to educational excellence.

STATEMENT ON ACADEMIC INTEGRITY: Moravian College exists to educate our students. Since Moravian is a community whose purpose is the pursuit of knowledge and holistic development, the entire campus is committed to the principles of academic integrity and honesty.

In our class, academic integrity is the responsibility of everyone – students and teacher. We are responsible for honest effort in the pursuit of knowledge. In taking this class you are responsible for attending class, being alert in class, completing all assignments to the best of your ability, contributing to a nurturing learning environment both in and out of class, and researching and studying with the spirit of discovery and competence building. I am your resource person in this endeavor and I am always willing to work with you.

CLASSROOM ETHICS: We are all expected to respect the learning environment of others; supportive, constructive comments are encouraged and humor is welcome. Harassment, cheating¹, plagiarism², and other similar behaviors will not be tolerated. Anyone who engages in such behavior may be removed from the class and earn a grade of 0 for the course.



¹ In this class, cheating is defined as intentionally using or attempting to use the words, ideas, or answers of another student, using unauthorized materials in any academic exercise, or making choices driven by dishonest motives. Please protect your work from unauthorized use.

² In this class, plagiarism is using the words or ideas of another without clearly acknowledging the source of that information. To avoid plagiarism, you must give credit or give a citation whenever you use another person's idea, opinion, or theory or use facts, statistics, graphs, drawings, and/or quotations.

CELLULAR PHONE AND PAGER POLICY: To provide an optimum environment for learning, all cellular phones and pagers must be kept on silent alert (vibration or visible flash) while in the classroom. Any calls must be answered outside the classroom. Please refrain from text messaging, checking email or searching the web during class time. **Additionally, cell phones are to be off your desks while taking exams.**

INCLEMENT WEATHER POLICY: In hazardous weather conditions, the College may be closed and classes cancelled, or the college may opt to run on a two-hour delayed schedule (see below). The decision to close or delay the opening of classes will be announced on the inclement weather hotline, 610 625-7995, and will be communicated on the following radio and TV stations: WLEV-FM 100.7, WAEB-FM 104.1, WAEB-AM 790, WCTO-FM 96.1, WRFY-FM 102.5, WBYN-FM 107.5, WODE-AM 99.9, WWYY-FM 107.1, WKFB-FM 107.5, WSBG-FM 93.5, WZZO-FM 95.1, and WFMZ-TV (Channel 69).

These closings or delays will also appear at the top of the login page on the College's internet portal AMOS (amos.moravian.edu) as well as the College's website (<u>www.moravian.edu</u> <<u>http://www.moravian.edu/</u>>). College-wide cancellations *after the start of the class day* will be announced on the public-address system of the HUB, the campus e-mail system, the radio and TV stations mentioned above, and AMOS and the College's website.

TWO-HOUR DELAY: If the decision has been made to open with a two-hour delay, the day does not begin with third-period classes; it begins with first-period classes on a shortened schedule. When following the delayed schedule, please note that there will be no "A" or "B" periods. A 2-hour delay does not affect courses, which begin at 4PM or later. Those courses would run on their normal schedule, if the college is open. Morning and afternoon science labs and studio art classes have their own schedule. Music lessons and practice are cancelled for the day when the delayed schedule is in effect. The class schedule in these circumstances is as follows:

NORM	AL START TIME	2-HOUR DELAY BEGINS	2-HOUR DELAY ENDS
1st Period	7:30 (7:50 or 8:30) a.m.	10:00 a.m.	10:40 a.m.
2nd Period	8:50 a.m.	11:00 a.m.	11:40 a.m.
3rd Period	10:20 (or 10:00) a.m.	12:00 p.m.	12:40 p.m.
4th Period	11:45 a.m.	1:00 p.m.	1:40 p.m.
5th Period	1:10 (or 12:30) p.m.	2:00 p.m.	2:40 p.m.
6th Period	2:35 p.m.	3:00 p.m.	3:40 p.m.

"Don't tell people how to do things, tell them what to do and let them surprise you with their results.

George S. Patton

CAREER CENTER IMPORTANT DATES FALL 2012 JUST HELPING YOU USE YOUR RESOURCES ⁽²⁾

GRADUATE & PROFESSIONAL SCHOOL INFORMATION SESSION 1/26

11:45-12:30

Attend this event to get information on determining your next steps as you search for graduate and professional schools. We'll walk you through how to figure out what is the right school for you, how to apply, how to pay for school and writing the perfect personal statement!

"HOW TO WORK A CAREER FAIR" LUNCH & LEARN

1/31

11:45-12:30

This presentation, given by Joe Hernandez at Mars, will prepare you for any and all career fairs you may be attending. Please feel free to bring your lunch.

RESUME MARATHON

2/7

MOCK INTERVIEW DAY

and approval for Career Hound postings.

2/10

9:00am-3:00pm

11:30am-1:00pm

Career Center, 1305 Main St. Need to polish those interview skills? Participate in a mock interview with an industry professional and get valuable feedback as you prepare to start the internship/job search. Pre-registration is required, deadline for sign-ups is February 3rd by calling The Career Center at 610-861-1509.

HOW TO LAND A JOB IN A TOUGH MARKET-START EARLY! 2/14 11:45-12:30

Learn successful strategies for navigating through the toughest job market in over 25 years. YES, there are jobs out there and you don't have to go it alone! We offer concrete steps to take so you get off on the right foot. Plus this is the perfect time to activate your required Career Hound account so you can search for and apply to jobs and internships.

2012 LEHIGH VALLEY COLLEGIATE CAREER EXPO

02/1512:00pm-4:30pm Bring your newly updated resume and your professional, can do attitude and join over 100 employers at the annual LVCCE. If you're searching for an internship or a professional position, this is the right place for you. There will be something for every major on campus, so mark your calendar and make plans to attend! Contact the Career Center for directions and more information. Visit www.lvcce.org to check out attending companies.

Lunch & Learn: People Forc	e (Tentative)	
2/21	11:45-12:30	PPHAC 116

HUB Time

2/22			5-7pm
2/23			11-1pm
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Have your resume & cover letter reviewed! Come have all of those last minute career related questions answered on the spot in the HUB Kiosk, no appointment required!

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INTERNSHIP PANEL DISCUSSION

PPHAC 116

HUB Kiosk HUB Kiosk

Holiday Inn Fogelsville

PPHAC 116

PPHAC 116

PPHAC 112 No need for an appointment today! Drop by any time between 11:30am-1:00pm for an on the spot resume critique



PPHAC 116

3/13 11:45-12:30

Are you thinking about doing an internship or field study? Would you like to hear about another student's experience? This interactive workshop will not only provide you with information on how to find a great experience, but will also give you the opportunity to meet with three current students who completed their internship/field study this past summer. They had great experiences and are anxious to tell you about them.

NYC NETWORKING EVENT 3/13	2:15pm-10:00pm	New York, NY
	he internship/job search.	Career Center, 1305 Main St. k interview with an industry professional and get valuable Pre-registration is required, deadline for sign-ups is
HUB TIME 3/21 3/22 Have your resume & cover letter the spot in the HUB Kiosk, no ap		HUB Kiosk HUB Kiosk of those last minute career related questions answered on
HOUSING PROGRAM 3/28	7-9pm	HUB, UBC
RESUME MARATHON 4/10 No need for an appointment toda and approval for Career Hound p	1 5 5	PPHAC 112 reen 11:30am-1:00pm for an on the spot resume critique
	11:45-12:30 incertain job market? Con ict your job search. What	PPHAC 116 ne to this last chance workshop to learn what you can do will get someone to read your resume? How to network e last minute info you need!
HUB TIME 4/23 4/24 Have your resume & cover letter the spot in the HUB Kiosk, no ap		HUB Kiosk HUB Kiosk of those last minute career related questions answered on

Visit the Career Center at 1305 Main St. or at: <u>http://home.moravian.edu/public/career/</u> 610-861-1509 * <u>thecareercenter@moravian.edu</u>



TENTATIVE CLASS SCHEDULE

(SUBJECT TO CHANGE)

** NOTE: BRING YOUR OB/LEADERSHIP BUZZ TO EACH CLASS MEETING **

MEETING DATE	TOPIC	READINGS & ASSIGNMENTS
JANUARY	Introductions	Chapter 1
17	OB & Opportunity	Login to blackboard & take
		personality test
19	OB & Opportunity	Chapter 1
	Challenges for Managers	Chapter 2
24	Challenges for Managers	Chapter 2
26	Personality, Perception, & Attribution	Chapter 3
31	Personality, Perception, & Attribution	Chapter 3
_	*WEEK 3 DRAFT DUE	
FEBRUARY	Attitudes, Emotions, & Ethics	Chapter 4
2		
7	Motivation at Work	Chapter 5
9	Motivation at Work	Chapter 5
	Stress & Well-Being	Chapter 7
14	Stress & Well-Being at Work	Chapter 7
	*WEEK 5 DRAFT DUE	
16	Communication	Chapter 8
21	Wrap Up & Review	Study! Study! Study!
		And have some fun too
23	EXAM 1	Chapters 1-8
28	*WEEK 7 DRAFT DUE	
MARCH	Work Teams/ Groups	Chapter 9
1		
5-9	SPRING RECESS	NO CLASS
13	Work Teams & Groups	Chapter 9
15	Decision Making by Individuals &	Chapter 10
	Groups	
	*WEEK 9 DRAFT DUE	
20	Decision Making	Chapter 10
	Power & Political Behavior	Chapter 11
22	Power & Political Behavior	Chapter 11
27	Leadership & Followership	Chapter 12
	*WEEK 11 DRAFT DUE	
29	Conflict & Negotiation	Chapter 13
April	Conflict & Negotiation	Chapter 13
3	*WEEK 12 EDITS	
5	Organizational Culture	Chapter 16
10	Culture & Change	Chapter 16



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12	Managing Change	Chapter 18
		Study! Study! Study!
		And have some fun too
17	EXAM 2 🌬	Chapter 9-18
19	PRESENTATIONS	*FINAL PROJECTS DUE!!
24	PRESENTATIONS	
26	PRESENTATIONS	LAST DAY OF CLASSES
April 30-May 5	FINAL EXAMS	
May 12	COMMENCEMENT	
	KUDOS TO THE CLASS OF 2012!	j 🐨

* Please note that the contents of this syllabus are subject to change.

Ushindi Kujiamini Timu Oyee" * Faith within Yourself Completes the Victory