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| Course title | **Organizational Behavior**  |
| Semester | Spring semester |
| Faculty / Department | Faculty of Business Studies |
| Professor | Professor Татјаna Cvetkovski, PhD |
| ECTS credits | 8 |
| Language of instruction | English |
| Level of study | Bachelor |
| Content | 1. Introduction. What Is Organizational Behavior? Organizational Behavior – Theoretical Frameworks. Levels of organizational behavior studying. Goals of Organizational Behavior. The scientific basis of organizational behavior.2. The Individual processes. The concept of personality. Variables that influence the development of personality. Achieving Person-Job Fit. Emotions and emotional intelligence, Values, Attitudes. Perception, learning and performance. Motivation. Defining Motivation. Theories of motivation.3. The group processes (interpersonal). Defining and Classifying groups, Types of teams. Power and conflicts in organizations. Power in organizations. Sources of Power in Organizations (Legitimate, Expert, Referent, Coercive, Reward Power). A definition of conflict. Functional versus dysfunctional conflict. Conflict resolution methods. Communication - Why study communication? The communication process. Organizational communication. Verbal communication (oral and written) and nonverbal communication. Barriers to effective communication.4. The organizational structure and processes. What is organizational structure? Formal and informal organization. Functional, Divisional and Matrix organizational structures. Organizational culture. What is organizational culture? National and organizational culture. Creating and sustaining culture. Change of organizational culture. Organizational dynamics (org. change). Forces for change. Resistance to change and overcoming resistance to change. The Three-stage Process of Change (Unfreeze, Change, Refreeze). |
| Learning outcomes | Understanding organizational behavior, the basic role of managers in the organization, the importance of organizational change, culture and organizational structures for business organizations as well as the ability to quickly recognize the factors that shape the behavior of employees. The study of organizational behavior will help in understanding, predicting and controlling human behavior in the organization. |
| Length | One semester |
| General information | Understanding the organizational behavior, the basic roles of managers in the organization, the importance of organizational changes, the culture and organizational structure for the business of the organization as well as the ability to quickly recognize the factors that shape the behavior of employees. Studying organizational behavior will help in understanding, predicting and controlling human behavior in an organization. |
| Restrictions to mobile students and availability before the signature of the learning agreement | There is no any restrictions. |