

Spring 2-1-1998

PSC 524.01: Organizational Behavior

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The University of Montana

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POLITICAL SCIENCE 524 - ORGANIZATIONAL BEHAVIOR -

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Office Hours: Monday 12:00 - 2:00 & by
Appt.

Organizational Behavior is designed to be an applied course. This means using theory as a solid base to develop practical knowledge and skills for career development in an organization. We will focus on gaining general, practical knowledge which can be developed into critical organizational skills.

This is a SEMINAR in Organizational Behavior. Therefore, the assumption is that you will come well-read and prepared to discuss the readings of the week. Lecture will be limited to facilitation, theory clarification and skill training.

READINGS

Richmond, V. P. & McCroskey, J. C. (1992). *Organizational Communication for Survival*. Englewood Cliffs, NJ: Prentice Hall.

Assigned Readings on reserve at the Mansfield Library. (See attached list of readings on reserve)

SCHEDULE

Semester Part I

Part I of the semester will focus on providing specific, theory based, strategies and skills for communicating in organizations. The goal of Part I is to provide tools that will increase your communication competency, and develop an understanding that different contexts (i.e. The University of Montana and Child and Family Services) require different skills for competency.

To achieve these goals you will read (lots), discuss and debate. You will be required to research a context (either The University of Montana OR Child and Family Services) and think about developing communication competency in these contexts. You will naturally compare and contrast the classroom context with the context of your own job or personal experience. These personal experiences are also considered valuable contexts for skill development and class discussion. For more detail see Team Contexts on following page.

- 1/29** Personal introductions, introduction to course, context planning for research
- 2/5** Review Syllabus, Interpersonal Skills
- 2/12** Interpersonal Skills
- 2/19** Context Presentations
- 2/26** Conflict Management
- 3/5** Team Building
- 3/12** Decision Making
- 3/19** Spring Break

CONTEXT TEAMS

To discuss and develop a perspective of communication competency in context you are required to research and learn about a public organization's culture, structure, and related issues. You will be expected to present an overview of your organizational context by the fourth week of class (2/19). You will research through publications the organization provides, media coverage of the organization, research, interviews and other creative (but professional and legal :)) means for understanding your context. At a minimum you must provide the following information:

- Mission of the organization
- Structure of the organization - including key positions (any restructuring within last 24 months)
- Overview of the customers (internal and external) and how they are served
- Political "hot buttons" or challenges the organization is currently facing
- Culture of the organization -- as perceived by employees (anonymous interviews)
- Morale within the organization -- as perceived by employees (anonymous interviews)

Also consider (to name a few):

- Public's perceived effectiveness of the organization's success at meeting its goals/mission
- Public support for the organization
- How is the organization funded? Is funding stable?
- Organization's relationship with the state government
- Etc.

On 2/19 when you provide context presentations you must submit to me the complete research packet you have gathered, complete with interview notes if applicable.

Your Teams . . .

The University of Montana Team

Eve, Judy, Rob, Leaf, Leslie, Brandon, Linda, Bill, Emorie

The Child and Family Services Team

Dan, R.J., John, Erin, Jim, Sue, Deena, Kim, Julie