

Course Unit	Organizational Social Psychology	Field of study	Management
Bachelor in	Industrial Management and Engineering	School	School of Technology and Management
Academic Year	2023/2024	Year of study	1
Type	Semestral	Semester	2
Level	1-1	ECTS credits	6.0
Code	9104-754-1205-00-23		
Workload (hours)	162	Contact hours	T - , TP 60 , PL - , TC - , S - , E - , OT - , O -

T - Lectures; TP - Lectures and problem-solving; PL - Problem-solving, project or laboratory; TC - Fieldwork; S - Seminar; E - Placement; OT - Tutorial; O - Other

Name(s) of lecturer(s) Carla Cristina Goncalves da Costa Teixeira Neves, Oliva Maria Dourado Martins

### Learning outcomes and competences

At the end of the course unit the learner is expected to be able to:

1. Apply communication processes and understand the implications of interpersonal relationships in different work contexts.
2. Understand the implications of attitudes, motivation, and job satisfaction at the level of individual and organizational behavior.
3. Explaining and managing the different types of conflicts having in mind the variety of strategies for management conflicts
4. Describing and explaining the impact of leadership effectiveness in terms of organizations, based on case studies
5. Recognizing different structures of organization and the impact of interpersonal relationships
6. Understand and assess the importance of group working in organizational dynamics

### Prerequisites

Before the course unit the learner is expected to be able to:

1. Generic notions in the field of social sciences.
2. Reading texts in English.

### Course contents

Communication processes in organizations. Attitudes, motivation and job satisfaction. Conflict management. The process of leadership in organizations. Groups and work teams. Structural settings.

### Course contents (extended version)

1. Communication processes in organizations.
  - Interpersonal, group, and organizational levels of communication.
  - Communication barriers and rules; strategies for communicational effectiveness in the organization.
2. Attitudes, motivation and job satisfaction.
  - Training and attitude change; Hawthorne's experience.
  - Motivation: Maslow theory, Herzberg Theory, Vroom theory.
  - Dimensions and determinants of satisfaction. The stress.
3. Management of conflicts.
  - Types and categories of conflicts.
  - Conflict management strategies.
4. The process of leadership in organizations.
  - Personal characteristics and behaviors of the leader.
  - Leadership styles and performance, intervening variables.
  - Leadership, management, and power.
5. Groups and work teams.
  - Types of groups and determinants of productivity.
  - Teamwork in the organizational context.
6. Structural configurations.
  - The organizational structure.
  - The structural components.
  - The fundamental structural models.

### Recommended reading

1. Cunha, M. P. , Rego, A. , Cunha, R. C. , Cabral-Cardoso, C. , & Neves, P. (2016). Manual de Comportamento Organizacional e Gestão (8.ª ed. ). Editora RH.
2. Gerardus, B. (2019). Positive Organizational Behavior A Complete Guide – 2020 Edition. Emereo PTY LTD.
3. Rego, A. (2016). Comunicação Pessoal e Organizacional – Teoria e Prática (4ª ed. ). Edições Sílabo.
4. Reis, F. L. (2020). Manual de Gestão das Organizações – Teoria e Prática (2ª ed. ). Edições Sílabo.
5. Sotomayor, A. M. , Duarte, M. , & Rodrigues, J. (2019). Princípios de Gestão das Organizações (3ª ed. ). Rei dos Livros.

### Teaching and learning methods

Theoretical-practical classes where concepts, methodologies and techniques are presented and discussed, using audiovisual means. Analysis and discussion of concrete situations, case studies, which allow not only the exchange of experiences but also the practice of group decision making to help consolidate the learning outcomes. Tutorial sessions in contact hours.

### Assessment methods

1. Alternative 1: continuous assessment - (Regular, Student Worker) (Final)
  - Final Written Exam - 60% (Minimum grade 7 values.)
  - Practical Work - 40%
2. Alternative 2 - (Regular, Student Worker) (Supplementary, Special)
  - Final Written Exam - 100%

### Language of instruction

Portuguese, with additional English support for foreign students.

## Electronic validation

Carla Cristina Goncalves da Costa Teixeira Neves, Oliva Maria Dourado Martins	Joaquim Agostinho Mendes Leite	António Jorge da Silva Trindade Duarte	José Carlos Rufino Amaro
08-03-2024	08-03-2024	13-03-2024	16-03-2024