

Course Unit	Organizational Social Psychology	Field of study	Management
Bachelor in	Management	School	School of Technology and Management
Academic Year	2023/2024	Year of study	2
Type	Semestral	Semester	1
Level	1-2	ECTS credits	6.0
Code	9147-707-2105-00-23		
Workload (hours)	162	Contact hours	T - TP 50 PL - TC - S - E - OT 10 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) Oliva Maria Dourado Martins, Carla Cristina Goncalves da Costa Teixeira Neves

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 behaviour;
3. Understand the implications of the variables associated with stress at the individual and the organization levels;
4. Identify the different types of conflicts and the strategies needed to manage them effectively;
5. Understand the importance of leadership effectiveness at the level of organizations;
6. Identify and connect the determinants of group productivity at the organizational level.

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 or French.

Course contents

Communication processes in organizations, attitudes, motivation and satisfaction at work. Work stress and associated factors. The process of leadership in organizations, groups and work teams.

Course contents (extended version)

1. Communication processes in organizations:
 - Interpersonal, group and organizational level;
 - Communication rules and barriers, strategies to improve communication effectiveness;
2. Attitudes, motivation and job satisfaction:
 - Training and attitude change. Hawthorne experiment;
 - Motivation: Maslow theory, Herzberg Theory, Vroom theory;
 - Job satisfaction: Dimensions, approaches, determinants. Work-related stress.
3. Management of conflicts:
 - Types and categories of conflict;
 - Conflict management strategies;
 - Preparing for negotiation;
 - Strategies and tactics for negotiation;
4. The process of leadership in organizations:
 - Personal characteristics and behaviors of the leader;
 - Leadership styles and performance, intervening variables;
 - Leadership, management, and power; New trends;
 - New tendencies;
5. Groups and work teams:
 - Definition and types of groups;
 - Determinants of group productivity;
 - The teamwork in the organizational context: The model of Hackman's group effectiveness;
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 (4.ª ed.). Sílabo.
4. Reis, F. L. (2020). Manual de Gestão das organizações – teoria e prática (2.ª ed.). Sílabo.
5. Sotomayor, A. M., Duarte, M., & Rodrigues, J. (2019). Princípios de gestão das organizações (3.ª rd.). Rei dos Livros.

Teaching and learning methods

Lectures where concepts, methodologies and techniques are discussed, with the help of the media. Analysis and discussion of real situations and case studies, allowing not only the exchange of experiences but also the practice of decision making in a group and helping to consolidate learning outcomes. Skills Training, through role-playing. Tutorial sessions in contact hours.

Assessment methods

1. Alternative 1 - (Regular, Student Worker) (Final)
 - Final Written Exam - 60% (Minimum score: 7 out of 20 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

Oliva Maria Dourado Martins	Joaquim Agostinho Mendes Leite	António Borges Fernandes	José Carlos Rufino Amaro
09-10-2023	10-10-2023	10-10-2023	20-10-2023