

Course Unit	Organizational Social Psychology		Field of study	Management	
Bachelor in	Management		School	School of Technology and Management	
Academic Year	2020/2021	Year of study	2	Level	1-2
Type	Semestral	Semester	1	ECTS credits	6.0
Code	9991-708-2105-00-20				
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) Paula Odete Fernandes, 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. Understand the importance of leadership effectiveness at the level of organizations;
5. 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.
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.
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.). Lisboa: Editora RH. ISBN: 978-972-887-158-1
2. Gerardus, B. (2019). Positive Organizational Behavior A Complete Guide – 2020 Edition. Emereo PTY LTD. ISBN: 978-065-593-145-4
3. Rego, A. (2016). Comunicação Pessoal e Organizacional – Teoria e Prática (4.ª Ed.). Lisboa: Edições Sílabo. ISBN: 978-972-618-852-0
4. Reis, F. L. (2020). Manual de Gestão das Organizações – Teoria e Prática (2.ª Ed.). Lisboa: Edições Sílabo. ISBN: 978-989-561-089-1
5. Sotomayor, A. M., Duarte, M., & Rodrigues, J. (2019). Princípios de Gestão das Organizações (3.ª Ed.). Rei dos Livros. ISBN: 978-989-882-386-1

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, Supplementary)
 - Final Written Exam - 60% (Minimum score: 7 out of 20 values.)
 - Practical Work - 40% (More informations available in the platform virtual. ipb. pt)
2. Alternative 2 - (Student Worker) (Final, Supplementary, Special)
 - Final Written Exam - 100%
3. Alternative 3 - (Regular) (Special)
 - Final Written Exam - 100%

Language of instruction

Portuguese, with additional English support for foreign students.

Electronic validation

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01-11-2020	10-11-2020	10-11-2020