COC202 Organizational Behaviour [4 Credits]

Learning Objective: To understand how Human Behaviour affects workplace dynamics. To apply the principles of taking a human approach to Corporate i.e using the Human Relations approach to maximize individual and Corporate Goals.

UNIT 1: Introduction

2 Hours
Concepts, Theory and Practice: The Evolution of Management Thought - Scientific Management School, Organisational School, Behavioural School, Quantitative School, Integration School, Contemporary School, The operational or management process approach. Recent Contributions- Patterns of Management Analysis
- The managerial roles approach, Mc Kinsey’s 7-S approach.

UNIT 2: Organisation Behaviour-Understanding Self


UNIT 3: Conflict Management and Power and Organisational Politics

12 Hours Conflict Management – Nature of Conflict – Level of Conflict – Sources of Conflict – Effects of Conflict – Process of – Conflict – Stages of Conflict-Conflict Handling Orientations (with Case studies)

UNIT 4: Group Behaviour & Group Dynamic and Stress Management


UNIT 5: Counseling and Team Building


Suggested Readings: