

# DYNAMICS OF WORK AND WORK ORGANIZATION

37:575:308:H6

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This syllabus may be modified during the semester. Don't count on it after the course begins – use the Assignments and Announcements on Sakai. Essential information and updates will be on the Sakai home page.

## **Course Goals and Student Learning Objectives**

Work groups of various types are increasingly important to modern organizations. Consequently, group skills are emerging as a core competency for managers and employees at all levels. This course will focus on the functioning of teams and relations. It will be heavily experiential, with hands-on exercises to develop skills and understanding.

## **Student Learning Outcomes**

Upon successful completion of this course, students will be able to demonstrate:

- the ability to structure team projects and work productively in groups.
- competence in diagnosing group performance problems using appropriate theories and models.
- an understanding of a model of effective groups in simulations and discussions.
- an understanding of fundamental social science theories, and concepts relating to the dynamics of work teams, including the necessary conditions for effective cooperation and motivation.
- the ability to apply these general theories to the understanding of particular cases and current events.
- the ability to analyze and synthesize information and ideas from multiple sources to generate new insights.
- proficiency in written and oral communication.

## **Course Topic Modules**

Class 1 (July 11): Introduction, personality types and group roles

Class 2 (July 13): Personality types and group roles

Class 3 (July 18): Effective feedback & ladder of inference

Class 4 (July 20): Effective feedback & ladder of inference

Class 5 (July 25): Group dynamics

Class 6 (July 27): Group dynamics

Class 7 (August 1): Leadership

Class 8 (August 3): Leadership

Class 9 (August 8): Mutual gains negotiation

Class 10 (August 10): Mutual gains negotiation

Class 11 (August 15): Group problem solving

## **Logistics & requirements**

### Course materials

- Readings and all other course materials will be available on the course's Sakai site.

### Assignments and assessment

- Assignments will consist of some combination of readings, writing, and exercises, and work on your group project.
- All readings will be posted on Sakai; there is no textbook.
- Most of the writing tasks will be individual submissions.
- Deadlines matter. Late assignments will not be accepted.
- Classes will involve simulations and exercises that require demonstration of the targeted skills and competences.
- You will be a member of a team during the course. Each team will be required to do a project. Further details will be given in class and on Sakai.
- There will be three short quizzes (~15 minutes each).

### Grades

- It is important to understand how your grade is calculated. For an explanation of the Rutgers University grading criteria, [click here](#). Grades for this course will be based  $\frac{1}{3}$  on weekly assignments,  $\frac{1}{3}$  on the group project (weighted for your individual contribution) and  $\frac{1}{3}$  on the quizzes. I will also consider participation as a factor in the final grade.

### Attendance

- This course requires regular attendance: there will be considerable group work and open discussion during class. Given the interdependence of team members and the need for ongoing discussion of course material, you cannot pass this class if you slack off during the semester and try to make up for it at the end.
- If you expect to miss one or two required classes, please use the University absence reporting website ([click here](#)) to indicate the date and reason for your absence. An email will be automatically sent to me.
- If you expect to be absent more than twice, you must communicate with us as soon as possible, in person or by email. I will try to work out a solution, but only if I know about it in a timely manner.
- We will excuse absences for good cause. We will not accept explanations that are not timely.

### Lateness

- People who arrive late or leave early are disruptive to the class and their teams. You are expected to arrive on time and to stay until the end.
- If you expect to be late, let me know in advance if possible.
- Two unexcused late arrivals will be marked as one absence. Students who leave early without excuse will be marked absent for the entire class.

### Communication with the instructor

- I am open and available for discussion about any subject that affects your education.

My experience is that students don't use regular office hours. I am available at any time by email, and in person before and after class. We can also set up mutually convenient times to talk in person or by phone.

- In a complex course there are likely to be logistical breakdowns I don't know about. Sakai may be down, or I may forget to post an assignment or a reminder, or a requirement may be unclear, etc. It is in part your responsibility to let me know when you encounter such problems. I will try to fix them immediately.

#### Miscellaneous

- I will ask you at the start of the semester for an email address that you use regularly. Please use it consistently for course work it will be needed for signing in to Google Docs, etc.
- I strongly encourage you to bring a laptop or a tablet to class. We will use them.
- All written homework should be submitted on Sakai.

#### Honor Code and Academic Integrity:

Academic integrity is central to University life. Violations will get you in a lot of trouble.

There's a long University document as well as other [resources on academic integrity](#), but it boils down to this:

You must cite all material that is drawn from others, including other students or professors as well as published sources.

Direct quotations must be identified by quotation marks even if they are cited. Don't cut and paste from the Internet without putting it in quotes! This trips up some students, and can be serious.

I am not very concerned with the exact form of your citation, as long as you make clear where a quote or passage came from.

Studying together is encouraged; but if answers from different students are the same or nearly the same it will be considered cheating. You should discuss the issues but not discuss detailed answers with each other.

Exams and papers will be submitted to Turnitin.com for comparison with others in this course, as well as with past exams from this course and with paper writing services, other publications, and web sources.

#### The Fine Print

##### Academic integrity

Academic integrity requires that all academic work be wholly the product of an identified individual or individuals. Joint efforts are legitimate only when the assistance of others is explicitly acknowledged and permitted by the assignment. Ethical conduct is the obligation of every member of the University community, and breaches of academic integrity constitute serious offenses. Any such issues will be submitted to the Dean of the Labor Studies and Employment Relations Department, as appropriate. Students must assume responsibility for maintaining honesty in all work submitted for credit and in any other work designated by the instructor of the course. Students are also expected to report incidents of academic dishonesty to the instructor or dean of the instructional unit. Students are expected to abide by the Rutgers

University Code of Student Conduct. They are to conduct themselves with honesty and integrity.

From the Office of Disability Services:

Rutgers University welcomes students with disabilities into all of the University's educational programs. In order to receive consideration for reasonable accommodations, a student with a disability must contact the appropriate disability services office at the campus where you are officially enrolled, participate in an intake interview, and provide documentation. If then documentation supports your request for reasonable accommodations, your campus's disability services office will provide you with a Letter of Accommodations. Please share this letter with your instructors and discuss the accommodations with them as early in your courses as possible. [Click here](#) for more information on the Office of Disability Services.

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