



## COURSE DESCRIPTION

### 1. GENERAL

SCHOOL	ECONOMIC SCIENCES		
DEPARTMENT	TOURISM		
LEVEL	Undergraduate		
COURSE CODE	MNG170	SEMESTER	5 <sup>th</sup>
COURSE TITLE	Organizational Behavior and Leadership		
INDEPENDENT TEACHING ACTIVITIES		WEEKLY TEACHING HOURS	ECTS
Lectures		4	5
COURSE CATEGORY	General Background		
COURSE TYPE	Elective		
PREREQUISITES	-		
LANGUAGE OF TEACHING AND EXAMINATIONS	Greek		
THE COURSE IS OFFERED TO ERASMUS STUDENTS			
URL	<a href="https://tourism.ionio.gr/en/undergraduate-studies/courses/1212/">https://tourism.ionio.gr/en/undergraduate-studies/courses/1212/</a>		
ECLASS			

### 2. TEACHING RESULTS

<b>Teaching Results</b>
<b>General Skills</b>

### 3. CONTENT

The specific course aims to provide to students the theoretical foundation and the interpersonal skills that are required so as to become leaders and motivate others in all spectrums of organizational levels. Focusing specifically on the hospitality sector, students will be able to acknowledge and comprehend the complexities of guiding and managing people, teams and organisations and to acquire the necessary background for meeting their personal leadership goals

- 1<sup>st</sup> week: Introduction. Basic management principles. The complexities of the tourism and hospitality industry. Introduction to Organisational Behavior. Linking Organisational Behavior and Human Resource Management. Case studies.
- 2<sup>nd</sup> Week: The developments of Organisational Behavior (classical approach; Human behavior approach; Quantitative approach; systemic approach; contingency approach; newer developments).
- 3<sup>rd</sup> Week: Introduction to the theories of Organisational Behavior. Basic elements of psychology and organizational psychology. Alternative approaches.
- 4<sup>th</sup> Week: Methodology behind Organisational behavior (conceptual model development; variables; research design). Examples and case studies. "Personal characteristics and productivity".
- 5<sup>th</sup> Week: The concept of "learning". "Attitudes and Behaviors". Case studies and group learning.
- 6<sup>th</sup> Week: Motivational theories.
- 7<sup>th</sup> Week: "Groups and teams". Groups dynamics; decision making.
- 8<sup>th</sup> Week: "Conflicts" and "Negotiations".
- Homework in groups: How to negotiate in a potential conflict
- 9<sup>th</sup> Week: "Communication" and the 7 Cs. Case Studies
- 10<sup>th</sup> Week: "Leadership". The role of leadership in employee productivity and organizational performance. Case studies.
- 11<sup>th</sup> Week: The psychological contract. Psychological contract violation / breach and their effects on organizational performance.



- 12<sup>th</sup> Week: “Organisational culture” and “organizational change”.
- 13<sup>th</sup> Week: Student’s presentations.

#### 4. TEACHING AND LEARNING METHODS - EVALUATION

<b>TEACHING METHOD</b>	Lectures								
<b>USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES</b>	<ul style="list-style-type: none"><li>• Slideshow (powerpoint) during courses</li><li>• Use of e-class (opencourses)</li><li>• All Lectures are uploaded at the end of each session</li><li>• Homeworks and case studies are uploaded in pdf format.</li><li>• Use of supportive material (e.g., case studies) in order to comprehend in depth the relevant knowledge</li></ul>								
<b>TEACHING STRUCTURE</b>	<table><tr><td>Activity</td><td>Semester Workload</td></tr><tr><td>Lectures</td><td>52</td></tr><tr><td>Literature Study and Analysis</td><td>73</td></tr><tr><td><b>Course Total (ECTS: 5)</b></td><td><b>125</b></td></tr></table>	Activity	Semester Workload	Lectures	52	Literature Study and Analysis	73	<b>Course Total (ECTS: 5)</b>	<b>125</b>
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Lectures	52								
Literature Study and Analysis	73								
<b>Course Total (ECTS: 5)</b>	<b>125</b>								
<b>EVALUATION OF STUDENTS</b>	<p>Final exams that include</p> <ul style="list-style-type: none"><li>• Multiple choice questions / true or false</li><li>• Open questions</li></ul> <p>Student’s participation during courses that include</p> <ul style="list-style-type: none"><li>• case studies</li><li>• homeworks</li></ul>								

#### 5. BIBLIOGRAPHY

Οργανωσιακή Συμπεριφορά, Αναστασία Α. Κάτου (Α’/2017, κωδικός: 68381021)