



NATIONAL UNIVERSITY OF ENGINEERING
COLLEGE OF GEOLOGICAL, MINING AND METALLURGICAL
ENGINEERING

MINING ENGINEERING PROGRAM

PS012 – ORGANIZATIONAL BEHAVIOR

I. GENERAL INFORMATION

CODE	: PS012 Organizational Behavior
SEMESTER	: 8-10
CREDITS	: 3
HOURS PER WEEK	: 4 (Theory–Practice)
PREREQUISITES	: PS026 Industrial Psychology
CONDITION	: Elective
DEPARTMENT	: Mining Engineering

II. COURSE DESCRIPTION

The purpose of the course is to encourage students to analyze their personality, character, motivations, expectations and personal goals and how to achieve them applying all their personal potentialities at individual and group levels. The personal values of honesty, initiative, empathy, adaptability, capacity of persuasion, solidarity and goal attainment character are analyzed in the frame of leaders and leadership. Students realize that everyday challenges of life should constantly reaffirm the commitment to socially accepted ethical principles and values.

III. COURSE OUTCOMES

At the end of the course, students:

1. Understand and analyzed the fundamentals of human individual and group behavior.
2. Explain and identify the concepts of emotional and intrapersonal intelligence.
3. Understand person and group principles, values and attitudes.
4. Analyze formal and informal groups.
5. Recognize and apply leadership.

IV. LEARNING UNITS

1. FUNDAMENTALS OF PERSONAL BEHAVIOR

Personality / Self-esteem, frame of reference / Self-assessment of personality features / Workshops to define high and low self-esteem / Personality and performance / Personality and performance attributes / Social learning, strengthening programs / Work: Self-assessment of personality traits / Work: Strengthening program.

2. VALUES AND ATTITUDES

Importance, system of values / Attitudes, source, type, consistency / Cognitive dissonance theory / Work: Personal practice of values, review and update the own scale of values and position in different cases / Individual perception and decision-making / Factors of perception, theory of attribution / Model to optimize decision making / Work: Decision-making style test / Work: Distortion cases and the judge of others / Motivation / Planning goals and action plans / Work: Self-assessment of motivation test / Frustration / Work: Identify needs in human groups.

3. INTERPERSONAL RELATIONS

Different variables and dimensions of behavior / Cognitive frames and effective communication / Communication skills to increase self-listening / Ability of listening to others / Emotions / Classification / Theory of emotions / Control and influence of emotions / Work: Identification of defenses and strategies.

4. EMOTIONAL INTELLIGENCE – INTERPERSONAL INTELLIGENCE

Own conscience / Self-regulation / Self-motivation. / Work: Control of feelings and emotions, use of internal and external resources / Work: Role playing to identify constructive and destructive conducts / Emotional intelligence - Interpersonal intelligence / Personal competence / Social skills / Work: Identify assertive and empathic behavior / Generate assertive responses against: explosion of anger, overwhelmed emotions, sense of powerlessness, stress, boredom, stress at work, irresponsibility and consequences.

5. LEADERSHIP

Nature of leadership and the objective-oriented follow-up / Analyze the traits, leadership styles and the leader's role / Analyze situations and discover the key factors of the task / Styles of leadership / Effective leadership / Nature and types of conflict / Levels of conflict / Conflict sources, effects and models / Practical aspects and issues / Group workshop.

6. FORMAL AND INFORMAL GROUPS

Lifecycle, team-building skills / Workshop of five elements / Outline to ensure the conversion of a group to a real team / Analysis of team ethical dilemmas / Leadership, styles and features / Leaders, positive and negative, autocratic, participatory and permissive / Analysis of biographies of leaders of student's preference: performance, strengths and weaknesses of the proposed models / New approaches to leadership / Characteristics of charismatic, transactional and transformational leadership and effective supporters / Hersey and Blanchard, goal-way leadership mode. / Organizational and service leadership.

V. PRACTICAL EXPERIENCES:

1. Personal workshop 1: Social and personal development.
2. Team workshop 1: Analysis and identification of personal and social values.
3. Team Workshop 2: Role playing, emotions influence in personal behavior.
4. Team Workshop 3: Interpersonal relations management and persuasion capacity.
5. Team Workshop 4: Strategies of problems solving applications.
6. Personal workshop 2: Own leadership style test.
7. Team workshop 5: Leader and follower roles.

VI. METHODOLOGY

The course takes place in theory and workshop sessions. In theory session, faculty presents concepts, methods and principles. In workshops students complete diverse individual and group activities to evaluate him/herself, as well as team behavior and potentialities. Intensive discussions are promoted with active student participation, motivation and reflection. learning from a joint process of discussion and reflection, sharing individual knowledge.

VII. GRADING FORMULA

The Final Grade PF is calculated as follow:

$$PF = (EP + EF + PP) / 3$$

EP: Mid-term Exam EF: Final Exam
PP: Average of 6 Practical Works

VIII. BIBLIOGRAPHY

1. ALVAREZ ROMAN, Jesus.
Human Relationships, Jus Ed., 18th Edition, Mexico, 2013.
2. BRANDEN, Nathaniel.
Self-Esteem Six Pillars, Paidos Ed., Spain, 2008.