

**Uka Tarsadia University**



**B.B.A.**

**Organizational Behaviour- Interpersonal Aspects  
(030030401)**

**4<sup>th</sup> Semester**

**Effective from January-2013**

# Uka Tarsadia University

## Organizational Behaviour- Interpersonal Aspects (030030401)

BBA (Sem.-4) Syllabus, effective from January -2013

**Course Objective:** To develop an understanding of Group, Teams, Communication and Conflict.

**Course Outcomes:** Students will have an opportunity to develop interpersonal skills.

**Total Hours: 52**

**[4 hrs. per week]**

### Unit-1 Group Dynamics

**[Weightage 25%]**

- 1.1. Meaning and Definition of Group
- 1.2. Reasons for Group Formation
- 1.3. Functions of Group in Organization
- 1.4. Types of Groups- *Formal Group*- Meaning, Types, Advantages, *Informal Group*- Meaning, Types, Advantages
- 1.5. Process of Formation of Groups

### Unit-2 Team Building

**[Weightage 25%]**

- 2.1. Meaning and Definition
- 2.2. Difference between Team and Work Group
- 2.3. Features of Team
- 2.4. Characteristics of Effective Teams
- 2.5. Measures to Build Effective Teams
- 2.6. Significance of Communication in Teams
- 2.7. Key Roles of Team
- 2.8. Role of Team Leaders

### Unit-3 Conflict Management

**[Weightage 25%]**

- 3.1. Concept and Definition
- 3.2. Causes of Conflict in Work Situation
- 3.3. Types of Conflict
- 3.4. Process of Development of conflict
- 3.5. Outcomes of Conflict-Functional Conflict, Dysfunctional Conflict, Conflict is Good for Organizations

## Unit-4 Conflict Resolution

[Weightage 25%]

- 4.1. Levels of Conflict- Intra personal (Within an individual), Inter personal (Between individuals), Intra Group (Within the Group), Inter Group (Between Groups)
- 4.2. Conflict Resolution Techniques for different levels of Conflict
- 4.3. Conflict Management Style: Competition, Collaboration, Compromise, Avoidance, Accommodation.
- 4.4. Managerial Implications of Conflict Management

### Text Book:

1. Aswathappa, K. *Organisational Behaviour*. New Delhi: Himalaya Publishing House.
2. Robbins, Stephen P. *Organizational Behaviour*. New Delhi: Prentice Hall of India.

### Reference Book

1. Fred Luthans. *Organizational Behaviour*. New Delhi: McGraw Hill International Edition.