STATE UNIVERSITY OF NEW YORK
COLLEGE OF TECHNOLOGY
CANTON, NEW YORK

COURSE OUTLINE

PSYC 406 – PSYCHOLOGY OF THE WORKPLACE

Prepared By: Barat Wolfe, PhD

SCHOOL OF BUSINESS AND LIBERAL ARTS
SOCIAL SCIENCE DEPARTMENT
September 2016 (To be offered Spring 2017)
A. **TITLE:** Psychology of the Workplace

B. **COURSE NUMBER:** PSYC 406

C. **CREDIT HOURS:** 3

D. **WRITING INTENSIVE COURSE:** Yes

E. **COURSE LENGTH:** 15 weeks

F. **SEMESTER(S) OFFERED:** Spring

G. **HOURS OF LECTURE, LABORATORY, RECITATION, TUTORIAL, and ACTIVITY:** 3 lecture hours per week

H. **CATALOG DESCRIPTION:**
This course examines the intersection of the workplace and psychology. Topics include employee selection, performance & training evaluation, group dynamics, employee motivation & commitment, employee selection, leadership, organizational culture & development, and stress management.

I. **PRE-REQUISITES/CO-REQUISITES:**
   a. Pre-requisite(s): Introductory Psychology (PSYC 101); OR Introduction to Business (BSAD 100); OR Introduction to Health Services Management (HSMB 101); AND 30 credit hours earned; OR permission of instructor. Recommended: Social Psychology (PSYC 340) OR Personality and Individual Differences (PSYC 308)
   b. Co-requisite(s): none

J. **GOALS (STUDENT LEARNING OUTCOMES):**
   By the end of this course, the student will be able to:

<table>
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<tr>
<th><strong>Course Objective</strong></th>
<th><strong>Program SLO</strong></th>
<th><strong>Institutional SLO</strong></th>
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<tr>
<td>A. Demonstrate understanding of key concepts, principles, theories, and methods of industrial/organizational psychology (i.e., psychology of the workplace)</td>
<td>1. Knowledge base in Psychology or Human Services or Applied Behavior Analysis</td>
<td>3. Professional Competence</td>
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<td>B. Use scientific reasoning to interpret issues related to psychology in the workplace</td>
<td>2. Scientific Inquiry and Critical Thinking</td>
<td>2. Critical Thinking</td>
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<td>C. Apply ethical thinking and cultural sensitivity to evaluate psychological science and workplace experiences.</td>
<td>3. Ethical and Social Responsibility in a Diverse World</td>
<td>4. Inter/Intrapersonal Skills</td>
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<td>D. Exhibit effective written and/or oral communication skills to make coherent arguments and convey understanding of course material</td>
<td>4. Communication</td>
<td>1. Communication</td>
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<tr>
<td>E. Apply industrial/organizational psychology content and skills to complete course tasks using domain-specific (e.g., APA) guidelines</td>
<td>5. Professional Development</td>
<td>3. Professional Competence</td>
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K. **TEXTS:**


L. **REFERENCES:** Not required unless specified by the instructor.


M. **EQUIPMENT:** Technology enhanced classroom

N. **GRADING METHOD:** A-F

O. **MEASUREMENT CRITERIA/METHODS:**

- Exams/Quizzes
- Assignments
- Participation/Discussion
- Project and/or paper(s)

P. **DETAILED COURSE OUTLINE:**

I. An introduction to Workplace Psychology
   A. A brief history of I/O Psychology
   B. Major fields of study
   C. Research methods
   D. Ethics in I/O Psychology

II. Job Analysis & Evaluation
   A. Job analysis
   B. Employment profile
   C. Job evaluation

III. Employee Selection
   A. Legal issues in employee selection
   B. Recruiting & Interviewing
   C. References & Testing
   D. Selection evaluation

IV. Employee Motivation & Performance
   A. Evaluating performance
   B. Employee motivation and self-regulating behavior
   C. Satisfying employee values and expectations
   D. Achievable goals
   E. Feedback
   F. Rewarding performance
V. Employee Satisfaction & Commitment  
   A. Work values  
   B. Job satisfaction  
   C. Person-Environment fit  
   D. Commitment to the workplace

VI. Stress Management  
   A. The nature of stress  
   B. Sources of stress  
   C. Consequences of stress  
   D. Managing stress  
   E. Working conditions & human factors

VII. Group Dynamics  
   A. Factors affecting group performance  
      i. Group cohesiveness  
   B. Individual versus group performance  
   C. Teams  
   D. Group Conflict  
   E. Diversity

VIII. Organizational Communication & Culture  
   A. Types of organizational communication  
   B. Interpersonal communication  
   C. Improving employee communication  
   D. What is organizational culture (values, norms, ethics, ceremonies, rites, and language)?  
   E. Organizational factors leading to deviant behaviors  
   F. Encouraging prosocial/discouraging deviant behaviors at work  
   G. Diversity

IX. Organizational Development  
   A. Managing change  
   B. Empowerment  
   C. Flexible work arrangements  
   D. Downsizing

X. Leadership  
   A. Approaches to leadership  
   B. The leader and the situation  
   C. Leadership skills

XI. Creativity & Innovation  
   A. The nature of creativity and innovation  
   B. Creating a culture that encourages creativity and innovation

Q. LABORATORY OUTLINE: N/A (Although students may engage in lab activities these activities will be part of the course)