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

MASTER SYLLABUS

PSYC 406 – Workplace Psychology

Updated by: Barat Wolfe, Ph.D.

SCHOOL OF BUSINESS AND LIBERAL ARTS
SOCIAL SCIENCES DEPARTMENT
SPRING 2019

A.   **TITLE**: Workplace Psychology

B.   **COURSE NUMBER:** PSYC 406

C.   **CREDIT HOURS:** 3 lecture hour(s) per week for 15 weeks

D.   **WRITING INTENSIVE COURSE**: No

E.   **GER CATEGORY:** None

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

G.   **COURSE DESCRIPTION:**

In this course, students will explore the intersection of the workplace and psychology. Students can expect to apply theory and principles to solve real life work issues. Topics include employee selection, performance & training evaluation, group dynamics, employee motivation & commitment, employee selection, leadership, organizational culture & development, and stress management.

H.   **PRE-REQUISITES/CO-REQUISITES:** None☐ Yes☒

Pre-requisite: Introductory Psychology (PSYC 101) OR Introduction to Business (BSAD 100) OR Introduction to Health Services Management (HSMB 101); AND 60 credits

I.   **STUDENT LEARNING OUTCOMES:**

In this course, students will be able to:

Course Student Learning Outcome [SLO]	*PSLO*	*ISLO*
A. Demonstrate understanding of key concepts, principles, theories, and methods of industrial/ organizational psychology (i.e., psychology of the workplace)	1. Knowledge Base in Psychology	5
B. Use scientific reasoning to interpret issues related to psychology in the workplace	2. Scientific Inquiry and Critical Thinking	2 [CA, IA]
C. Apply ethical thinking and cultural sensitivity to evaluate psychological science and workplace experiences.	3. Ethical and Social Responsibility in a Diverse World	4 [ER, GL]
D. Exhibit effective written and oral communication skills to make coherent arguments and convey understanding of course material	4. Communication	1 [O,W]
E. Apply industrial/organizational psychology content and skills to complete course tasks using domain-specific (e.g., APA) guidelines	5. Professional Development	5

KEY	Institutional Student Learning Outcomes [ISLO 1 – 5]
ISLO #	ISLO & Subset
1	**Communication Skills** Oral [O], Written [W]
2	**Critical Thinking** *Critical Analysis [CA] , Inquiry & Analysis [IA] , Problem Solving [PS]*
3	**Foundational Skills** *Information Management [IM], Quantitative Lit,/Reasoning [QTR]*
4	**Social Responsibility** *Ethical Reasoning [ER], Global Learning [GL], Intercultural Knowledge [IK], Teamwork [T]*
5	**Industry, Professional, Discipline Specific Knowledge and Skills**

J. APPLIED LEARNING COMPONENT: Yes☐   No ☒

K. TEXTS:
Suggested text:
Aamodt, M.G. (2016). *Industrial/Organizational Psychology: An Applied Approach* (8th ed.). Boston MA: Cengage.

L. REFERENCES: To be determined by the instructor

M. EQUIPMENT: None☐   Needed: Technology enhanced classroom

N. GRADING METHOD: A-F

O. SUGGESTED MEASUREMENT CRITERIA/METHODS:
Exams, quizzes, essays, student presentations, writing assignments, and discussion

P. DETAILED COURSE OUTLINE:

I. An introduction to Industrial/Organizational (I/O) Psychology
    A. A brief history of I/O Psychology
    B. Major fields of study
    C. Research methods
    D. Goals of I/O Psychology
    E. 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
    i.   The legal process
    ii. Decision making and the law
    iii. Employment profile
    iv. Harassment
    v.   Family Leave Act/Affirmative Action
    vi. Privacy
  B. Recruiting & Interviewing
    i.   Recruitment
    ii. Realistic job previews
    iii. Effective selection techniques
    iv. Interviews
  C. References & Testing
    i.   Predicting Performance
      1. Letters of recommendation
      2. Training & Education
      3. KSAOs
      4. Experience
      5. Assessment
  D. Selection evaluation

IV.   Employee Motivation & Performance
  A. Employee motivation
  B. 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

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

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