

# What Makes Your Organization Tick - 2 Days

## *Understanding Behavior in Organizations*

### *CEUs - 1.3*

**Course Description:** This two-day course will focus on ways executives can analyze, develop, motivate, and lead their specific section in a strategic way. This course will examine culture and what impacts and influences it; morale and motivational issues; and conflict and people issues. Participants will learn how to successfully diagnose the issues in an organization and develop plans for making changes to move the organization in the direction of success. Participants will analyze ways to make their organizations more effective and efficient.

### **Course Objectives:**

#### **Objective 1: Analyze thoughts with an organizational behavior self assessment**

- Examine personal organizational views in self assessment
- Analyze the incompetence in the organization
- Construct a clear understanding of organizational behavior and its influences
- Identify different views on running an organization
- Discuss organizational culture and what will be most effective
- Analyze the influences on culture
- Examine different qualities of an organization

#### **Objective 2: Examine strengths, weaknesses, and expectations on worker behavior**

- Review constraint red flags to watch
- Examine attitudes and their influences
- Create process for modifying attitudes
- Label values of progressive organizations
- Examine supporting values

- Create and formulate seven levels of values
- Examine communication
- Formulate strategies for formal and informal methods
- Analyze effective feedback systems
- Evaluate communication proximity zones
- Evaluate communication methods
- Examine communication mishaps
- Analyze effectiveness and ineffectiveness in an organization

#### **Objective 3: Define different motivational theories**

- Evaluate fundamentals in using rewards
- Examine intrinsic and extrinsic motivation
- Examine tactics for enriching the work environment
- Discuss excuses given about goals
- Identify different levels of power and how to use it

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- Discuss reinforcement that impacts behavior and performance
- Examine halo and horn effects within an organization

## **Objective 4: Formulate why people don't make decisions**

- Analyze seven questions to help in decision making
- Compare different decision-making strategies

## **Objective 5: Examine the philosophy in confronting and reducing conflict**

- Construct designs for approaching or confronting others
- Examine how conflict ignites and influences

## **Objective 6: Analyze how to equip others for leadership**

- Examine different types of learning
- Compare three levels of organizational learning
- Examine styles of organizational learners
- Apply action plans developed through the course
- Create action plan