



DIPLOMA ON ORGANISATIONAL BEHAVIOUR

THIS PROGRAM DESCRIBES AND EXPLAINS ABOUT THE BEHAVIOUR OF PEOPLE IN ORGANIZATIONS, AND PROVIDES THE KNOWLEDGE AND UNDERSTANDING NEEDED TO BE A SUCCESSFUL AND EFFECTIVE SUPERVISOR, MOTIVATOR, LEADER AND MANAGER.

A large, light green diamond shape is centered on the page. Overlaid on this diamond is the text "ORGANISATIONS AND BEHAVIOUR" in a bold, dark blue, sans-serif font. The diamond has a subtle gradient and a faint, stylized graphic of a person's head and shoulders in the background.



Understanding the principles of human behavior in organizations is part of being a fully effective manager. These principles apply to all areas of an organization and to the direction of teams; they apply to managers and supervisors in all sectors of industry, commerce and public service. The effects on people's behavior of policies, rules and decisions need to be understood by supervisors, junior, middle and senior management and directors and business owners. Organizational performance is reduced if insufficient attention is given to the people which comprise its human resource, so the Program covers human behavior in organizations and the factors that affect people and their work. It provides a good understanding of organizations and is for anyone pursuing a career and professional development in a managerial role.



SUMMARY OF MAJOR TOPICS

MAJOR TOPICS COVERED IN THIS DIPLOMA PROGRAM INCLUDE:

- Definitions of organizational behavior and the benefits of its study.
- Organizations and the environment; organizational goals, aims, objectives.
- Decisions and decision-making in organizations; systems in organizations.
- People's perceptions: how and why they interpret events and actions.
- Perceptions, stereotypes and the halo effect.
- Exploring anthropology and sociology.
- Attitudes, values, beliefs, socialization, learning and development.
- Motivation at work and motivational theories; features, requirements, processes, theories.
- Job design, frustration at work, stress, effects on performance.
- Personality, traits, qualities and team roles; role behavior and activities.
- Selection, testing and assessment in teams.
- Communication: one-way, two-way, vertical, horizontal.
- Channels, barriers and blockages to communication; agendas, assertiveness.
- Influence at work, authority and its misuse.
- Sources of power, types of working relationship; control mechanisms, the delegation of authority.
- Leadership and management; functions, styles, factors, traits and complexities.
- Leadership models and theories.
- Teams and groups: their purposes; creation, development and behavior of groups; high-performance teams.
- Conflict: sources and symptoms, conflict resolution and conflict management.



- Realpolitik and patronage, favoritism and bullying, trust and confidence.
- Organizational health and well-being.
- Ethics, responsibility and obligations in relationships; employees, customers and stakeholders.
- External and internal pressures, and influences of culture; cultural types and influences.
- Technology: size and scale of production, expertise, alienation, technological developments.
- Organization structures and design, centralization and decentralization.
- Mechanistic and organic structures, bureaucracy.
- Change management: the drivers and factors of change, the processes and management of change.



WHAT IS INCLUDED

Your CIC Fee includes:-

- Your enrolment/registration with Cambridge International College, and your own high-quality, professionally produced and illustrated comprehensive International CIC Core Study Publication.
- A detailed, professional 'Study & Training Guide' with full instructions on how to study to achieve success and gain top results. The Guide includes detailed advice on how to answer Tests and Examinations.
- Training Tests (which can be used as 'Past Papers/Questions') and Recommended Answers for them.
- The Final Examination sat under Invigilation/Supervision in your own area - full details, guidance and explanation of how your Examination will be arranged and how Invigilation is conducted will be provided when you register. Note, CIC arranges Examinations in over a hundred countries worldwide for thousands of Members every year; it is a flexible, straightforward process and will be arranged when YOU are ready to write your Examination. The prestigious Cambridge International College Diploma on successful completion of your Study & Training and on passing the Final Examination.
- Your personal page on CIC's Member Services website with access to results, dispatch details, advice and guidance, and more: www.cambridgeinternationalcollege.co.uk
- Regular information and news including: Newsletters with details of special offers and new Programs and much more; and Competition Forms; by email and post.
- Everything needed for your Study & Training success is included in the CIC Fee.



Additionally:

- Further Study and Training Advice, and Assistance is available before, during and after CIC Study & Training; Members may ask CIC's team of experienced Consultants for advice on further study and Programmes to improve career prospects and advancement.
- CIC's experienced and helpful staff can assist with numerous special requests, such as reference/recommendation letters and transcripts, and more, by post and email.



RELATED COURSES

- Management & Administration Diploma 12 months (flexible)
- Management & Administration Honors (Higher) Diploma 21 months (flexible)
- Human Resource Administration Honors (Higher) Diploma 21 months (flexible)
- Organizational Understanding & Development Mastery of Management Graduate Diploma One year (flexible)
- Organizational Management (AMBMA) Advanced Mastery of Business Management & Administration (AMBMA) 3 years (flexible)

STUDY & CAREER DEVELOPMENT

This Program covers the effects of policies, instructions, leadership, motivation, technological and social changes, all of which needs to be understood by managers and decision-makers so they can make the right choices and successfully manage people and enterprises. It advances professionalism and career development in all areas of management, making it very valuable for career development and advancement in any one or more of these career areas.

Further and related studies are available with CIC in organizational behavior and the related topics it has, as well as in general and specific management and administration which this Program is an excellent foundation for. This Program covers many important areas which are needed to understand and successfully progress to higher studies.