



CAPILANO UNIVERSITY

COURSE OUTLINE		
TERM: Summer 2021	COURSE NO: TOUR 114	
INSTRUCTOR:	COURSE TITLE: Organizational Behaviour in Tourism	
OFFICE: E-MAIL:	SECTION NO(S):	CREDITS: 3
OFFICE HOURS:		
COURSE WEBSITE:		

Capilano University acknowledges with respect the Lil'wat, Musqueam, Squamish, Sechelt, and Tsleil-Waututh people on whose territories our campuses are located.

COURSE FORMAT

Three hours of class time, plus an additional hour delivered through on-line or other activities for a 15-week semester, which includes two weeks for final exams.

COURSE PREREQUISITES

None

CALENDAR DESCRIPTION

This course examines the way in which individuals function effectively in organizations by examining behaviour from individual, small group, inter-group, and organizational perspectives. Topics include: communication models, strategies for effective leadership, motivational techniques, group dynamics and behaviour, stress, organizational structure, change, and team building. Students will learn how to become effective members of groups by working together towards common goals.

COURSE NOTE

TOUR 114 is an approved Self and Society course for Cap Core requirements.

REQUIRED TEXTS AND/OR RESOURCES:

Breward, K., Robbins, S., & Judge, T.(2018). Essentials of Organizational Behaviour (1st CDN ed. Plus My Management Lab with Pearson E-Text). Toronto, Ontario: Pearson Canada

Additional Materials would be provided on eLearn

COURSE STUDENT LEARNING OUTCOMES

On successful completion of this course, students will be able to do the following:

1. Describe the structure and function of human behaviour within organizations particularly characteristics of leaders and leadership styles within the tourism industry.

2. Identify the basic theories of motivation and the factors that influence effectiveness, change behaviour, and impact job performance.
3. Explain communication flow and how delegation of tasks and management styles are reflected in organizational structures.
4. Explain the principles of decision making and creating change in an organization.
5. Describe and apply effective conflict resolution and negotiation strategies.
6. Explain the need for ethical behaviour and the implications of those standards on clients and workers
7. Apply the principles of strategic planning to create a vision, mission, and values statement.

Students who complete this Self and Society course will be able to do the following:

1. Identify potential root causes of local/global problems and how they affect local/global cultures, economies, politics, and policies
2. Synthesize a range of differing community perspectives on ethics and justice and explain how these perspectives can inform structural change
3. Generate strategies for reconciling Indigenous and Canadian relations
4. Explain how contexts (e.g. cultural, historical, colonial, economic, technological) shape identity formation and social structures

COURSE CONTENT:

WEEK	TOPIC(S)
1	Course introduction: Organizational Leadership for the Tourism Industry Building competitive advantage Human Resources and the forces of change in global tourism
2	Delivering Excellent Guest Service: The importance of service quality to a company Principles of delivering excellent guest service Purpose and principles of service recovery
3	Communication and Decision-Making for Leaders Communication processes: verbal, non-verbal; Formal, informal organizational communications Organizational and cultural considerations
4	Speaking to Groups and making Presentations Preparing for your presentation The importance of developing your own unique strengths
5	Leadership in the Tourism Workplace Concepts of leadership and management Personal Leadership Organizational leadership
6	Motivation Concepts and approaches Assessment tools Organizational envisioning and motivation

7	Conflict Resolution and Negotiation Nature of workplace conflicts Assessment tools Resolution methods
8	Stress Management & Time Management: Definition of stress Balancing activities between profession, family and self. Identify your greatest stressors Strategies for dealing with stress Prioritize the important before the urgent, personally and organizationally
9	Decision Making Nature of decision-making Organizational issues and approaches
10	Training, Coaching, And Mentoring Nature of training, coaching and mentoring Training methods and techniques
11	Leading and Managing Change: Leading organizational change Recent approaches to restructuring Individual, departmental, organizational considerations
12	Strategic Planning and Implementation: Current concepts Strategic development approaches
13	Revision
14-15	Final Exam Period

EVALUATION PROFILE

Assessment	% of Final Grade
Assignments*	40% - 80%
Participation & Professionalism	0% - 10%
Quizzes/Midterm/Final*	20% - 50%
Total	100%

*This consists of several smaller assignments. No one assignment will be valued at more than 35% of the final grade

Participation

Participation grades are based on the consistency, quality, and frequency of contributions to class discussions. Consistency means attending every class, maintaining a positive and respectful presence in the classroom, and actively contributing to discussions on a regular basis. Quality means demonstrating respect for peers and their contributions; listening attentively during lectures and when other students are speaking; and participating in all activities with an open and inquisitive mind

GRADING PROFILE:

A+ = 90-100	B+ = 77-79	C+ = 67-69	D = 50-59
A = 85-89	B = 73-76	C = 63-66	F = 0-49
A- = 80-84	B- = 70-72	C- = 60-62	

Incomplete Grades:

Grades of Incomplete "I" are assigned only in exceptional circumstances when a student requests extra time to complete their coursework. Such agreements are made only at the request of the student, who is responsible to determine from the instructor the outstanding requirements of the course.

Late Assignments

Assignments are due at the beginning of the class on the due date listed. If you anticipate handing in an assignment late, please consult with your instructor at least a week beforehand.

Missed Exams/Quizzes/Labs etc.

Make-up exams, quizzes and/or test will not be given except in extreme circumstances. They are generally given only in medical emergencies or severe personal crises.

Attendance

Students are expected to attend all classes and associated activities.

English Usage:

Students are expected to proofread all written work for any grammatical, spelling and stylistic errors. Instructors may deduct marks for incorrect grammar and spelling in written assignments.

Electronic Devices

Students may use electronic devices during class for in-class support only.

On-line Communication

Outside of the classroom, instructors will (if necessary) communicate with students using either their official Capilano University email or eLearn; please check both regularly. Official communication between Capilano University and students is delivered to students' Capilano University email addresses only.

UNIVERSITY OPERATIONAL DETAILS**Tools for Success**

Many services are available to support student success for Capilano University students. A central navigation point for all services can be found at: <https://www.capilanou.ca/student-life/>

Capilano University Security: download the [CapU Mobile Safety App](#)

Policy Statement (S2009-06)

Capilano University has policies on Academic Appeals (including appeal of final grade), Student Conduct, Academic Integrity, Academic Probation and other educational issues. These and other policies are available on the University website.

Academic Integrity (S2017-05)

Any instance of academic dishonesty or breach of the standards of academic integrity is serious and students will be held accountable for their actions, whether acting alone or in a group. See policy and procedures S2017-05 Academic Integrity for more information: <https://www.capilanou.ca/about-capu/governance/policies/>

Violations of academic integrity, including dishonesty in assignments, examinations, or other academic performances, are prohibited and will be handled in accordance with the Student Academic Integrity Procedures.

Academic dishonesty is any act that breaches one or more of the principles of academic integrity. Acts of academic dishonesty may include but are not limited to the following types:

Cheating: Using or providing unauthorized aids, assistance or materials while preparing or completing assessments, or when completing practical work (in clinical, practicum, or lab settings), including but not limited to the following:

- Copying or attempting to copy the work of another during an assessment;
- Communicating work to another student during an examination;
- Using unauthorized aids, notes, or electronic devices or means during an examination;
- Unauthorized possession of an assessment or answer key; and/or,
- Submitting of a substantially similar assessment by two or more students, except in the case where such submission is specifically authorized by the instructor.

Fraud: Creation or use of falsified documents.

Misuse or misrepresentation of sources: Presenting source material in such a way as to distort its original purpose or implication(s); misattributing words, ideas, etc. to someone other than the original source; misrepresenting or manipulating research findings or data; and/or suppressing aspects of findings or data in order to present conclusions in a light other than the research, taken as a whole, would support.

Plagiarism: Presenting or submitting, as one's own work, the research, words, ideas, artistic imagery, arguments, calculations, illustrations, or diagrams of another person or persons without explicit or accurate citation or credit.

Self-Plagiarism: Submitting one's own work for credit in more than one course without the permission of the instructors, or re-submitting work, in whole or in part, for which credit has already been granted without permission of the instructors.

Prohibited Conduct: The following are examples of other conduct specifically prohibited:

- Taking unauthorized possession of the work of another student (for example, intercepting and removing such work from a photocopier or printer, or collecting the graded work of another student from a stack of papers);
- Falsifying one's own and/or other students' attendance in a course;
- Impersonating or allowing the impersonation of an individual;
- Modifying a graded assessment then submitting it for re-grading; or,
- Assisting or attempting to assist another person to commit any breach of academic integrity.

Sexual Violence and Misconduct

All Members of the University Community have the right to work, teach and study in an environment that is free from all forms of sexual violence and misconduct. Policy B401 defines sexual assault as follows:

Sexual assault is any form of sexual contact that occurs without ongoing and freely given consent, including the threat of sexual contact without consent. Sexual assault can be committed by a stranger, someone known to the survivor or an intimate partner.

Safety and security at the University are a priority and any form of sexual violence and misconduct will not be tolerated or condoned. The University expects all Students and Members of the University Community to abide by all laws and University policies, including B.401 Sexual Violence and Misconduct Policy and B.401.1 Sexual Violence and Misconduct Procedure (found on Policy page <https://www.capilanou.ca/about-capu/governance/policies/>)

Emergencies: Students are expected to familiarise themselves with the emergency policies where appropriate and the emergency procedures posted on the wall of the classroom.

DEPARTMENT OR PROGRAM OPERATIONAL DETAILS

See course syllabus