CLEMSON
UNIVERSITY

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Education & Training Plan
Organizational Behavior Professional Certificate Program with Externship

Student Full Name: _____

Start Date: _____ End Date: _____

Program includes National Certification & an Externship Opportunity
Mentor Supported

Organizational Behavior Professional Certificate Program with Externship

Course Code: CLEM-B-ORG
Program Duration: 6 Months
Course Contact Hours: 375
Student Tuition: $3,999

The Organizational Behavior Professional

No matter what industry you look at, individuals and their work product are part of a broad network of individuals arranged in a way that is meant to maximize productivity and decrease redundancy. In order to help move an organization forward, an individual's communication and behavior is an important element in the success or failure or any organization. To address these issues, Organizational Behavior Specialists are fast-becoming a significant player in organizations across the country. Today's Organizational Professionals are increasingly involved in company initiatives and strategic planning. With this evolving role, companies are now able to offer unprecedented opportunities for those entering the field. According to the Bureau of Labor Statistics, the number of HR professions in the US including Organizational Behavior specialists will rise faster than the national average over the next 10 years, making this a great focus for students looking to enter the business world.

The Organizational Behavior Professional Program

This program addresses how a company functions on a daily basis with the makeup of talent, roles and responsibilities, needs and various divisions that can help to effectively break up a large organization into something that can work effectively and efficiently. Students will have the opportunity to explore the behavior of the organization as a whole, the groups and individuals within it and those elements that contribute to a positive (or negative) work environment. This program examines organizational theory and application to provide a comprehensive review of individual, group, and organizational performance in relation to organizational structures in contemporary business settings.

Education and National Certifications

- Students should have or be pursuing a high school diploma or GED.
- There are no state approval and/or state requirements associated with this program.
- There is a National Certification exam available to students who successfully complete this program:
  - **Microsoft Office Specialist (MOS) Certification Exam**.

Program Objectives

At the conclusion of this program, students will be able to:

- Compare and contrast theories of organizational behavior
- Analyze management issues as related to organizational behavior
- Evaluate ethical issues as related to organizational behavior
- Examine challenges of effective organizational communication
- Differentiate the differences and similarities between leadership, power, and management
- Assess the impact that a company's structure and design can have on its organizational behavior
- Assess the impact of culture on organizational behavior
- Use Microsoft Office

National Certification

Upon successful completion of this Clemson University program, students would be eligible to sit for the Microsoft Office Specialist (MOS) exam. Although there are no state approval, state registration or other state requirements for this program, students who complete this program at Clemson University will be prepared and are eligible to sit for this national certification exam. Students who complete this program are encouraged to complete the externship option with their program. Students who complete this program can and do sit for the MOS national certification exams and are qualified, eligible and prepared to do so. Clemson University works with each student to complete the exam application and register the student to take their national certification exam.

Externship / Hands on Training / Practicum

Although not a requirement, once students complete the program, they have the ability to participate in an externship and/or hands on practicum so as to practice the skills necessary to perform the job requirements of a professional in this field. Students will be assisted with completing a resume and/or other requirements necessary to work in this field. All students who complete this program are eligible to participate in an externship and will be placed with a participating organization near their location. Clemson University works with national organizations and has the ability to place students in externship opportunities nationwide.

Clemson University contact: If students have any questions regarding this program including national certification and externships, **they should call Juanita Durham of Clemson University at 864.656.3984 or via email at jdrhm@clemson.edu.**

Note: No refunds can be issued after the start date published in your Financial Award document.

About Clemson University!

Clemson Online, a unit reporting directly to the Provost, works closely with leadership teams across the University to develop, market, and deliver top-quality courses and programs in blended and online formats. The office provides vision, leadership, coordination, and expertise in support of faculty design, delivery, and evaluation of technology-enhanced, blended, and fully online courses and instructional materials. Dynamic, transformative, and unique eLearning opportunities characterize Clemson's approach to online teaching and learning.

Our Mission: Clemson Online provides strategic leadership for online education, emphasizing innovative teaching and superior learning outcomes to maximize student success in 21st-century academic and professional contexts.

Our Vision: Clemson Online will define the public web-grant university through measurable achievements in online education, research, and service.
The office is committed to pursuing strategic opportunities, providing supportive resources, promoting superior educational quality, and ensuring faculty involvement and responsibility in shaping Clemson's online future.

Clemson University and Pearson Education

The Clemson University's Office of Professional and Continuing Education eLearning programs were developed in partnership with Pearson Education to produce the highest quality, best-in-class content and delivery necessary to enhance the overall student learning experience, boost understanding and ensure retention. Pearson Education is the premier content and learning company in North America offering solutions to the higher education and career training divisions of colleges and universities across the country aimed at driving quality education programs to ensure student success. Please visit us at **www.pearson.com**.

About Pearson Education

Welcome to Pearson. We have a simple mission: to help people make more of their lives through learning. We are the world's leading learning company, with 40,000 employees in more than 80 countries helping people of all ages to make measurable progress in their lives. We provide a range of education products and services to institutions, governments and direct to individual learners, that help people everywhere aim higher and fulfil their true potential. Our commitment to them requires a holistic approach to education. It begins by using research to understand what sort of learning works best, it continues by bringing together people and organizations to develop ideas, and it comes back round by measuring the outcomes of our products.

Organizational Behavior Professional Program Detailed Student Objectives:

INTRODUCTION TO ORGANIZATIONAL BEHAVIOR
- Discuss the field of organizational behavior and contributing disciplines
- Define organizational behavior and relate it to management
- Identify challenges of organizational behavior

UNDERSTANDING BEHAVIOR OF SELF AND OTHERS
- Explain theories of learning and methods used for shaping behavior
- Examine the importance of values in the study of organizational behavior
- Identify positive and negative attitudes and behaviors found in the workplace
- Discuss methods used to monitor and manage employee job satisfaction
- Evaluate an ethical dilemma as related to organizational behavior

DECISION MAKING
- Compare and contrast theories of perception and decision-making processes
- Discuss factors that influence perception and how these factors affect management decisions
- Explain how theories of perception and decision-making processes affect management functions related to organizational behavior
- Identify common biases and errors in decision making and how these can influence management issues as related to organizational behavior
- Evaluate an ethical dilemma as related to organizational behavior

MOTIVATION
- Analyze theories of motivation
- Explain the concept of motivation by change
- Identify methods to involve and reward employees
- Assess employee motivation and job satisfaction by using the job characteristics model
- Evaluate an ethical dilemma as related to organizational behavior

EMOTIONS AND MOODS
- Examine the effect and function of emotions and moods in the workplace
- Identify how managers can influence the moods of employees
- Discuss the impact of workplace romances

GROUP BEHAVIOR AND TEAMS
- Compare theories for shaping team players and creating effective teams
- Identify deviant workplace behaviors and their impact on group behavior
- Discuss how group cohesiveness can occur across cultures
- Describe the dangers of groupthink
- Identify barriers to communication in organizations
- Examine methods and tools used in organizational communication

LEADERSHIP AND POWER
- Explain theories and approaches to leadership
- Analyze the impact of organizational politics
- Evaluate an ethical dilemma as related to organizational behavior
- Identify challenges to leadership and the effect that these challenges can have on organizational communication
- Discuss the importance of trust as related to leadership
- Compare and contrast the difference between power and leadership

CONFLICT AND NEGOTIATION
- Examine theories related to conflict
- Describe the conflict process
- Discuss how effective negotiating can occur
- Identify challenges of negotiating

ORGANIZATIONAL STRUCTURE
- Discuss the elements that managers must consider when designing an organization's structure
- Analyze how an organization's design may affect relationships with external companies
- Identify types of organizational and structural designs
- Analyze how an organization's design may affect relationships with external companies

ORGANIZATIONAL CULTURE
- Discuss methods for creating and sustaining a positive organizational culture
- Examine methods to creating an ethical organizational culture
- Explain the impact that organizational culture can have on behavior
- Identify elements of a strong versus weak organizational culture
- Explain the impact that organizational culture can have on behavior

FUNCTIONS OF HUMAN RESOURCES
- Examine methods used in an organizational selection process
- Identify methods to formally train employees with various learning styles
- Analyze methods for improving performance evaluations
- Discuss how diversity can be effectively managed

CHANGE AND STRESS MANAGEMENT
- Identify forces that stimulate change
- Explain how to effectively implement and manage change
- Discuss how resistance to change can be minimized
- Describe methods for managing stress
- Examine sources of stress in organizations
- Explore how cultural differences can affect one's ability to cope with stress

Note: This program can be completed in 6 months. However, students will have online access to this program for a 24-month period.

MICROSOFT OFFICE Module

- Use an integrated software package, specifically the applications included in the Microsoft Office suite
- Demonstrate marketable skills for enhanced employment opportunities
- Describe proper computer techniques for designing and producing various types of documents
- Demonstrate the common commands & techniques used in Windows desktop
- List the meaning of basic PC acronyms like MHz, MB, KB, HD and RAM
- Use WordPad and MSWord to create various types of documents
- Create headings and titles with Word Art
- Create and format spreadsheets, including the use of mathematical formulas
- Demonstrate a working knowledge of computer database functions, including putting, processing, querying and outputting data
- Define computer terminology in definition matching quizzes
- Use the Windows Paint program to alter graphics
- Use a presentation application to create a presentation with both text and graphics
- Copy data from one MS Office application to another application in the suite
- Use e-mail and the Internet to send Word and Excel file attachments
- Demonstrate how to use the Windows Taskbar and Windows Tooltips
- Explain how copyright laws pertain to data and graphics posted on the Internet
- Take the college computer competency test after course completion
- Follow oral and written directions and complete assignments when working under time limitations

Note: Although the Microsoft Office Module is not required to successfully complete this program, students interested in pursuing free Microsoft MOS certification may want to consider completing this Microsoft Office Module at no additional cost.

System Requirements:

Windows Users:
- Windows 8, 7, XP or Vista
- 56K modem or higher
- Soundcard & Speakers
- Firefox, Chrome or Microsoft Internet Explorer

Mac OS User:
- Mac OS X or higher (in classic mode)
- 56K modem or higher
- Soundcard & Speakers
- Apple Safari

iPad Users:
- Due to Flash limitations, eLearning programs are NOT compatible with iPads

Screen Resolution:
- We recommend setting your screen resolution to 1024 x 768 pixels.

Browser Requirements:
- System will support the two latest releases of each browser. When using older versions of a browser, users risk running into problems with the course software.
- Windows Users: Mozilla Firefox, Google Chrome, Microsoft Internet Explorer
- Mac OS Users: Safari, Google Chrome, Mozilla Firefox

Suggested Plug-ins:
- Flash Player
- Real Player
- Adobe Reader
- Java