

SEMESTER-II

UAOBA20 – ALLIED II: ORGANIZATIONAL BEHAVIOR

<u>Year/ Sem</u>	<u>Course Code</u>	<u>Title of the Course</u>	<u>Course Type</u>	<u>Course Category</u>	<u>H/W</u>	<u>Credits</u>	<u>Marks 100</u>
I/ II	UAOBA20	Organizational behavior	Theory	Allied	5	5	40+60=100

OBJECTIVES:

To establish a social system in the organization.

To determine the motivation level of employees.

To encourage the people, to work enthusiastically in the organization.

COURSE OUTCOMES (CLO):

1) Organisational behavior will able to explain the concept of Organisation Design and determine the factors that affect Organisation Design.

2) To identify the components of Individual

Behaviour and apply the concept of Learning, Perception, Attitudes and values.

3) Different leadership theories & styles and contribute to the effective performance of a team as the team leader or a group member.

4) The future managers/ students will be able to analyse the behaviour of individuals and groups in organisations in terms of the key factors that influence organisational behaviour and demonstrate skills required for working in groups.

5) To justify how organizational change and conflict affect working relationships within organizations and demonstrate how to apply relevant theories to solve problems of change and conflict within organizations.

CO/PSO	PSO					
	1	2	3	4	5	6
CO 1	H	H	H	M	L	H
CO 2	H	H	H	M	H	H
CO 3	M	M	H	M	M	H
CO 4	M	H	H	M	H	H
CO 5	H	H	M	M	L	H

Low-L, Medium-M, High-H

CO/PO	PO					
	1	2	3	4	5	6
CO 1	L	H	M	L	M	H
CO 2	H	H	H	H	M	H
CO 3	L	H	M	H	M	L
CO 4	M	M	H	H	H	H
CO 5	M	M	H	H	H	H

UNIT-I

- 1.1 Meaning -nature-importance-role(K1,K2,K3)
- 1.2 Historical development of OB(K1,K2,K3,K4)
- 1.3 Organizational as a social system-social technical system(K1,K2,K3,K4)
- 1.4 Open system-factors influencing of OB(K1,K2,K3,K4)
- 1.5 Environmental factors-constraints over organization and managerial performance.(K1,K2,K3,K4)

UNIT-II

- 2.1 Meaning of group dynamic-reason for formation of group(K1,K2,K3,K4)
- 2.2 Characteristic of group(K1,K2,K3,K4)
- 2.3 Theories of group dynamics(K1,K2,K3,K4)
- 2.4 Types of group in organization-group cohesiveness(K1,K2,K3,K4)
- 2.5 Group decision making process-small group behavior(K1,K2,K3,K4)

UNIT-III

- 3.1 Leadership concept-characteristic leadership theories(K1,K2,K3,K4)
- 3.2 Leadership styles-managerial grid(K1,K2,K3,K4)
- 3.3 Leadership effectiveness(K1,K2,K3,K4)
- 3.4 Motivation-financial and non financial(K1,K2,K3,K4)
- 3.5 Theories of motivation(K1,K2,K3,K4)
- 3.6 Morale-meaning-characteristic-determinant of morale(K1,K2,K3,K4)

UNIT-IV

- 4.1 Organizational culture-definition-determinance of organizational culture(K1,K2,K3,K4)
- 4.2 Characteristics-types-fuctions-organizational climate(K1,K2,K3,K4)
- 4.3 Determinance of organizational climate-distinguish between organizational climate and culture(K1,K2,K3,K4)
- 4.4 Organizational effectiveness and approaches to organizational effectiveness(K1,K2,K3,K4)
- 4.5 Organizational conflicts-definition-features-sources of conflicts-different stages of conflicts-measures to stimulate conflicts.(K1,K2,K3,K4)

UNIT-V

- 5.1 Management of changes-meanings-importance(K1,K2,K3,K4)
- 5.2 Resistance to change-causes(K1,K2,K3)
- 5.3 Dealing with resistance(K1,K2,K3)
- 5.4 Concept of social change and organization causes factors contribution to organization change(K1,K2,K3,K4)
- 5.5 Organization development-meaning-process(K1,K2,K3,K4)

SEMESTER – VI

UEPYC22 – ELECTIVE: SUBSTANCE USE AND COUNSELLING

Year/ Sem	Course Code	Title of the Course	Course Type	Course Category	H/W	Credits	Marks 100
III / V	UEPYC22	Substance Use and Counselling	Theory	Elective	5	3	40+60=100

OBJECTIVE:

To develop an understanding on various substances used, addiction and gain skills used in managing substance abuse.

COURSE OUTCOMES (CO):

On completion of the course, the students will be able to:

- Explain theories and concepts related to addiction.
- Discuss causes, symptoms, and treatment for alcohol addiction disorder
- Summarize the causes, effects, and treatment of nicotine addiction.
- Compare different opioids, cannabis and their effects
- Describe substance abuse management techniques and therapy.

CO/PSO	PSO					
	1	2	3	4	5	6
CO 1	H	H	M	H	H	H
CO 2	H	H	H	H	H	H
CO 3	H	H	H	H	H	H
CO 4	H	H	M	H	H	H
CO 5	H	H	H	H	H	M

Low-L, Medium-M, High-H

CO/PO	PO					
	1	2	3	4	5	6
CO 1	M	H	M	H	M	H
CO 2	H	H	M	M	H	M
CO 3	M	M	H	M	H	H
CO 4	H	H	M	H	M	H
CO 5	H	H	M	M	H	M

UNIT 1: INTRODUCTION

[15 Hours]

- 1.1 Definition of terms: addiction, harmful use, dependence – criteria for dependence (K1, K2)
- 1.2 Historical concepts of substance use: moral concept, disease concept and lifestyle choice (K2, K3, K4)
- 1.3 Theories of addiction: biological theories;(K1, K2, K3, K4)
- 1.4 Psychological theories: personality traits, (K1, K2, K3, K4)
- 1.5 Psychodynamic explanation (K1, K2, K3, K4)
- 1.6 Learning theories (K1, K2, K3, K4)

UNIT 2: ALCOHOL

[15 Hours]

- 2.1 Alcohol kinds, Contents, Levels of intoxication (K1, K2)
- 2.2 Patterns of use, Causes of addiction (K1, K2, K4)
- 2.3 Acute effects of alcohol use: physical and psychological effects (K1, K2, K4)
- 2.4 Long term effects of alcohol use: physical and psychological (K1, K2, K4)
- 2.5 Cycle/Stages of addiction (K1, K2, K3, K4,)
- 2.6 12 step facilitation therapy, Alcoholics Anonymous (K1, K2, K3, K4)

UNIT 3: NICOTINE

[15 Hours]

- 4.1 Types of tobacco - smoking and smokeless(K1, K2)
- 4.2 Modes of use, Causes of addiction (K1, K2, K4)
- 4.3 Acute effects of nicotine use: physical and psychological (K1, K2, K4)
- 4.4 Long term effects of nicotine use: physical and psychological (K1, K2, K4)
- 4.5 Cycle/ Stages of addiction (K1, K2, K3, K4,)
- 4.6 Nicotine Anonymous, Nicotine replacement Therapy: Nicotine Patch, Nicotine gum (K1, K2, K3, K4)

UNIT 4: OPIOIDS AND CANNABIS

[15 Hours]

- 3.1 **What are opioids:** natural, synthetic (K1, K2)
- 3.2 Routes of administration (K1, K2, K4)
- 3.3 Acute effects of opioid use : physical and psychological (K1, K2, K4)
- 3.4 Long term effects of opioid use: physical and psychological (K1, K2, K4)
- 3.5 **Cannabis** - components and preparation, Modes of use (K1, K2)
- 3.6 Physical and psychological effects: acute and long term (K1, K2, K4)

UNIT 5: MANAGEMENT OF SUBSTANCE USE

[15 Hours]

- 5.1 Assessment of motivation and stages of motivation (K1, K2)
- 5.2 Goals of treatment and Treatment settings (K1, K2, K3, K4)
- 5.3 Motivational interviewing, motivational enhancement therapy (K1, K2, K3)
- 5.4 Relapse prevention strategies: Identifying precipitants of relapse, high risk situations- social skills training (K1, K2, K3, K4)
- 5.5 Assertiveness training, Life skills training (K1, K2, K3, K4)
- 5.6 Family and Marital Therapy (K1, K2, K4)

TEXT BOOKS:

1. Lal, R (2005). Substance use Disorder: Manual for Physicians. New Delhi: AIIMS.
2. Patricia Stevens, Robert L Smith (2017). substance use theory and practice.

REFERENCES:

1. Marlatt, A., & Donovan, D. (Eds). (2005). Relapse Prevention: Maintenance Strategies in the Treatment of Addictive Behaviours. New York: The Guilford Press
2. Murthy, P., & Nikhetha, S. (Eds). (2007) Psychosocial Interventions for Persons with Substance Abuse. Bangalore: NIMHANS Publication

SEMESTER – V

USPYE522 - COMMUNICATIVE SKILLS

Year/ Sem	Course Code	Title of the Course	Course Type	Course Category	H/W	Credits	Marks 100
III / V	USPYE522	Communicative Skills	Theory	Skill Based Elective	2	2	40+60=100

OBJECTIVE:

To equip students with the necessary competence in communication skills for today's professional world.

COURSE OUTCOMES (CO):

On completion of the course, the students will be able to:

- Understand basic components of communication.
- Develop basic skills required for communication.
- Utilize different modes of communication efficiently.

CO/PSO	PSO					
	1	2	3	4	5	6
CO 1	H	H	M	M	L	L
CO 2	H	H	M	M	M	L
CO 3	M	H	M	M	H	L

Low-L, Medium-M, High-H

CO/PSO	PO					
	1	2	3	4	5	6
CO 1	M	H	M	H	L	L
CO 2	H	H	M	H	H	L
CO 3	L	H	M	L	H	L

UNIT – I BASICS OF COMMUNICATION

[5 Hours]

1.1 Changes in Communication across time (K1, K2)

1.2 Communication Process (K1, K2)

1.3 Models of Communication (K1, K2)

1.4 Types of communication (K1, K2)

1.5 Etiquettes of communication (K1, K2, K3)

UNIT – II REQUIREMENTS OF AN EFFECTIVE COMMUNICATOR [6 Hours]

2.1 **Active Listening** (K1, K2, K3)

2.2 **Skills required for verbal (oral and written) and non-verbal communication:** Verbal Skills: Questioning skills, Constructive Feedback (K1, K2, K3)

2.3 Non-Verbal Communication: Facial Expressions, Micro Expressions, Vocal Tone, Pitch, Rate of pitch, Gestures, Body Language (K1, K2, K3)

2.4 **Presentation of content:** Setting Objective, Understanding the Audience, Knowing the Setting, Writing Down the ‘Central Theme’ of the Talk (K1, K2, K3)

2.5 Writing the Outline, Developing Visual Aides, Preparing Delivery Notes and Delivering the Presentation (K1, K2, K3)

UNIT – III COMMUNICATION IN REAL LIFE SETTINGS [15 Hours]

3.1 Individual and group meetings (exchanging greetings, introduction, sharing personal information, small talk, maintaining a conversation) (K2)

3.2 Telephonic exchanges (answering telephone, asking for someone, making inquiries, dealing with the wrong number, taking and leaving messages) (K2)

3.3 Online Communication (Making new friends, maintaining friendships online, dealing with inappropriate messages, cyberbullying and threats) (K2)

3.4 Audio and Visual Communication (Developing a profile, understanding communication done through channels such as: Stories, Radio, Art, Videos) (K2)

3.5 Group Project: Communicating any mental health or social issue related concept as a group to the public through the afore mentioned channels. (K2)

UNIT -IV GROUP DISCUSSION AND PUBLIC SPEAKER

4.1 Introduction, Definition of group discussion, different between group discussion and debate with number and duration. (K1, K2, K4, K5)

4.2 Types of group discussion, personality traits to be evaluated – reasoning ability, leadership, openness, assertiveness, initiative, motivation, attentive listening, awareness. (K1, K2, K5)

4.3 Dynamic of group behaviour/ group etiquette and mannerism and techniques for group discussion. (K1, K2,)

4.4 Introduction of public speaking, delivering different types of speeches. (K1, K2, K4)

4.5 Selecting an appropriate method – speaking from memory, speaking from manus script, speaking impromptu, speaking from notes. (K1, K2, K3,)

4.6 Making speech interesting – make your beginnings catchy, use wit and humour, use appropriate body language, use proper voice modulation, use examples and instances, end on an emphatic note. (K1, K2, K3, K6)

UNIT -V BUSSINESS LETTERS AND RESUMES

5.1 Introduction, importance, (K1, K2)

5.2 Elements of structure, layout. (K1, K4)

5.3 Business letters – element of style (K1, K2, K4)

5.4 Types of business letters – acknowledgement letter, letter of recommendation, appreciation letter, acceptance letter, apology letter, complaint letter, enquiry letter, invitation letter, rejection letter, order letter, application letters and cover letters, sales letter. (K1, K2, K3, K4)

5.5 Resume preparation – what is resume? Purpose of resume, what do I included on resume? Types of resumes, preparation before writing a resume, format and layout, sample resumes. (K1, K2, K3, K6)

TEXTBOOK:

1. Mastering communication skills and soft skills N. Krishnaswamy, Manju Dariwal, Lalitha Krishnaswamy (Bloomsbury).
2. Kumar.S., Lata.P (2015) communication skills (2nd ed), Oxford University press, New Delhi.

OTHER RESOURCES:

[Chapter-8 \(Soft Skill\).pmd \(ncert.nic.in\)](#)