

Psychology in the Workplace

Course Details

Course Designator & Number: MADR 3711

Number of Credits: 3

Language of Instruction: English

Contact Hours: 45

Course Description

Application of psychological theory/research to recruitment, personnel selection, training/development, job design, work group design, work motivation, leadership, performance assessment, job satisfaction measurement.

Industrial/organizational psychology is the application of the scientific study of human behavior and thinking to work organizations. I/O psychology is both an academic discipline and a professional discipline; thus, in this class we focus on both research and the application of research findings to practical problems in the workplace. I/O psychologists are concerned with the recruitment, selection, training, motivation, and job performance of individual at work. They are also involved in issues such as teamwork, leadership, and job attitudes.

Course Objectives

At the end of the semester, students should be able to define:

1. What is I/O psychology?
2. What is personality, and how it is used in the workplace?
3. What measures and constructs are used to select new employees?
4. How is a job defined?
5. How are people trained on new skills for work?
6. What motivates people at work
7. What is organizational culture?
8. What is leadership and what do I need to become a leader?
9. How do people work together most effectively?

10. What happens to people's health as a result of work?

Methodology

The classes are lecture-based, combined with class activities and discussions. Although some lecture content may draw from different textbooks, much will come from primary research articles and other resources. The activities will include reviews and analysis of scientific articles, videos, PowerPoint presentations and discussions of required readings. Students may be tested on all material covered in lectures and on additional required readings that may not be covered in class. All indicated assignments are to be completed in timely fashion, respecting deadlines

Course Prerequisites

PSY 1001 (or equivalent)

Required Reading / Materials

Landy, F.J., & Conte, J.M. (2013). *Work in the 21st Century: An Introduction to Industrial and Organizational Psychology* (4th ed.): John Wiley & Sons.

Mc Shane, S & Von Glinow, M. (2018). *Organizational Behavior* (8th ed.): McGraw Hill.

Business cases

Mercadona Case Study by Zeynep Ton and Simon Harrow, HBR.

<https://hbr.org/product/mercadona/610089-PDF-ENG>

Casadesus-Masanell, Ramon, and Tarun Khanna. "Mondragon Corporacion Cooperativa (MCC)." Harvard Business School

Case 702-457, February 2002. (Revised March 2010.)

<https://www.hbs.edu/faculty/Pages/item.aspx?num=28846>

Grading

Grading Rubric

Letter Grade	Score or Percentage	Description
A	93–100	Achievement that is outstanding relative to the level necessary to meet course requirements.
A-	90–92	Achievement that is significantly above the level necessary to meet course requirements.
B+	87–89	
B	83–86	
B-	80–82	Achievement that meets the course requirements in every respect.
C+	77–79	
C	73–76	
C-	70–72	Achievement that is worthy of credit even though it fails to fully meet the course requirements.
D+	67–69	
D	60–66	
F	0–59	Represents failure (or no credit) and signifies that the work was either (1) completed but at a level of achievement that is not worthy of credit or (2) was not completed and there was no agreement between the instructor and the student that the student would be awarded an I.

Summary of How Grades Are Weighted

Assignments	Percentage of Grade
Attendance	5%
Participation	10%
Mid-term exam	25%
Final exam	30%
Final project	20%
Business cases	10%
Overall grade	100%

Assessment Details

Class attendance

Students are expected to be on time and attend all classes. Instructor will assess both attendance and participation when assigning a final course grade. Attendance alone does not guarantee a positive participation grade. Although regular attendance and punctuality are mandatory to earn full marks, students are allowed ONE UNJUSTIFIED absence. In the case of absences, it is the student's responsibility to find out what information was given in class including any announcements made. The instructor may deny the access to the classroom if the student arrives more than 10 minutes after the class has started.

Participation

All class activities require students' active participation. To receive a high grade, the student must be prepared for class and engage in class discussions, and make meaningful observations, comments, or questions that prove comprehension and interest in the subject.

Exams

There will be two exams. Exams will consist of multiple choice, essay, and short-answer questions that draw from material covered in class and in readings. Exam questions are designed to test students' understanding of basic terminology and concepts, and their ability to apply these concepts.

Project & class presentation

The project is the core activity of the course. It accounts for almost half of the final grade, which signals its importance. Students will be required to start the project from the beginning of the course, so it will be fully described during the first week of class. The instructor will provide the list of topics covered by this module, from which students will choose a project topic approved by your course professor.

The exact due dates of each of the assignments within the project will be communicated in the beginning of the course. The point of the project is to create a health campaign or program to convince or help people change a health behavior. Students will write a full scientific paper with a complete review on the topic. They will then present this in an original way—a poster, brief video, pamphlet, social media campaign, or article. The format should be previously discussed with the instructor. These assignments should be well-thought out, well-written responses with a professional tone to the readings that connect the reading material to either lecture material or personal life experiences, or synthesize information from the class readings. The assignment should not simply be a summary of various readings but instead should synthesize and form connections between ideas, showing a deep understanding on the topic.

Course Content

Unit 1

Introduction

- The Importance of Work in People's Lives
- What is I/O Psychology?
- Brief History of I/O Psychology
- The Past, present, and future of I/O Psychology
- Multicultural and Cross-Cultural Issues in I/O
- Hofstede's Cultural Dimensions Theory

Unit 2

Methods and Stats in I/O Psychology

- Science
- Research, Data Collection
- Data Analysis
- Interpretation
- Reliability and Validity

Unit 3

- Individual Differences
- Model of Job Performance
- Job Analysis
- Job Analysis: Newer Developments

Unit 4

- Performance Appraisal

- Performance Measurement, Basic Concepts
- Counterproductive Job Behaviors
- Performance Rating, Substance, and Process
- Personnel Selection
- Conference “Selection Processes in Spain”
- Conceptual Issues in Staffing
- Practical Issues in Staffing

Unit 5

- Cognitive Ability
- Human Attributes
- Personality, Interests, Biodata, Interviews
- Individual Behavior and Processes
- Perceiving Ourselves and Others in Organizations
- Personality and Work Behavior

Unit 6

- Assessment Centers, Simulations, Managerial Selection, SJTs
- **Conference on Managerial Selection (Guest Speaker)**
- Combining Multiple Predictors
- **MIDTERM**

Unit 7

- Training and Training Evaluation
- Foundations of Training and Learning
- Methods of Training and Training Programs
- Training and Training Evaluation
- Evaluating Training Programs

Unit 8

- Motivation
- Work Motivation
- Attitudes, Emotions, and Work
- Motivation
- Job Satisfaction
- Diversity Fairness and Bias

Unit 9

- Stress and Well-Being
- Welfare State in Spain
- Reducing and Managing Stress
- Violence at Work

Unit 10

- Leadership, Concepts, and Theories
- Expertise
- Mercadona Business Case

Unit 11

- Teams and Teamwork
- Type of Teams
- Model of Team Effectiveness
- Mondragon Business Case

Unit 12

- Organizational Theory
- Organizational Culture

Unit 13

- The Organization of Work Behavior
- Company Visit “Telefonica”

Unit 14

- Employee Development
- Coaching and Mentoring

Unit 15

- Final Project
- Final Exam

Policies

Attendance Policy

Students are expected to be on time and attend all classes while abroad. Many instructors assess both attendance and participation when assigning a final course grade. Attendance alone does not guarantee a positive participation grade; the student should be prepared for class and engage in class discussion. See the on-site syllabus for specific class requirements.

University of Minnesota Policies & Procedures

Academic integrity is essential to a positive teaching and learning environment. All students enrolled in University courses are expected to complete coursework responsibilities with fairness and honesty. Failure to do so by seeking unfair advantage over others or misrepresenting someone else’s work as your own can result in disciplinary action. The University Student Conduct Code defines scholastic dishonesty as follows:

Scholastic Dishonesty

Scholastic dishonesty means plagiarizing; cheating on assignments or examinations; engaging in unauthorized collaboration on academic work; taking, acquiring, or using test materials without faculty permission; submitting false or incomplete records of academic achievement; acting alone or in cooperation with another to falsify records or to obtain dishonestly grades,

honors, awards, or professional endorsement; altering forging, or misusing a University academic record; or fabricating or falsifying data, research procedures, or data analysis.

Within this course, a student responsible for scholastic dishonesty can be assigned a penalty up to and including an “F” or “N” for the course. If you have any questions regarding the expectations for a specific assignment or exam, ask.

Student Conduct

The University of Minnesota has specific policies concerning student conduct. This information can be found [on the Learning Abroad Center website](#).