Qualtrics: Scaling an Inside-Sales Organization

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Objectives:

- Define Organizational Behavior
- Identify the functions of Management Processes
- Relate learned organizational behavior to basic managerial roles
- Discuss contemporary organizational behavior characteristics

After studying you should be able to...
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Objectives:

- Define Organizational Behavior
- Identify the Functions of Management Process and Relate them to Organizational Behavior
- Relate Organizational Behavior to Basic Managerial Roles and Skills
- Describe Contemporary Organizational Behavior Characteristics
- Discuss Contextual Perspective on Organizational Behavior
WHAT IS AN ORGANISATION?

- A tool used by people to coordinate their actions to obtain something they desire or value.
- Organizations provide goods and services. Organizations employ people.
- Organizations bring together people and resources to produce products and services.
- Basically, organizations exist to create value.
IMPORTANCE OF OB

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- Essential to effectively strategy implementation
- Helps understand himself & others better
- Importance of Motivation
- Optimum utilization of employee skills
- Improving Quality and Productivity
- Organizational development and effectiveness
- To understand and predict organizational events
A separate field of study - Many researches and analysis have been done in this field. But it is not accepted as science.

It is an applied science - The aim of OB is to solve problems of organizations related with human behaviour aspect.

Goal oriented - Since OB is applied science it is oriented towards organizational or individual goals.

Focus attention on people - It is based on the concept that need and motivation of the people should be given priority.
Resource Allocator

- Decide where to apply resources

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Disturbance Handler

- Deals with disputes or problems and takes corrective action

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