**Syllabus**

**3 semester 2020-2021**

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| **Al-Farabi Kazakh National University**  **Syllabus**  **Autumn (3) semester 2020-2021 academic year** | | | | | | | | | | | |
| **Code of discipline** | **Name of discipline** | **Independent work of students (IWS)** | | **Hours per week** | | | | **Credits** | | **Independent work of student with teacher (IWST)** | |
| **lecture** | **Practical** | |  |
| OP | Organizational climate and culture | 98 | | 15 | 30 | | 7 | 5 | | 5 | |
| **Academic course information** | | | | | | | | | | | |
| **Form of education** | **Type of course** | | **Types of lectures** | | | **Types of practical training** | | | **Number of IWS** | | **Form of final control** |
| Online, combined | theoretical | | Problem, analytical lecture | | | Problem solving, case study | | | 6 | | Oral exam |
| Lecturer | Topanova Gulmira PhD in Psychology | | | | | | | | | | |
| e-mail | topanova2107@gmail.com | | | | | | | | | | |
| Telephone number | +8(705)6085832 | | | | | | | | | | |
| **Academic presentation of the course** | | | | | | | | | | | |
| **Aim of course**  Aims at the study of Climate as a perception-based description of what an organization is in terms of practices, policies, procedures and routines, while culture helps identify the root causes and mechanisms of why these things happen in an organization, based on fundamental ideologies , assumptions, values ​​and artifacts. | **Expected Learning Outcomes (LO)**  - Owns modern management technologies  staff and effective (successful) implementation of them in  their professional activities;  - Knows how to form and maintain a comfortable moral and psychological climate in the organization and an effective  organizational culture; | | | | | **Indicators of LO achievement (ID)**  - Be able to diagnose organizational culture and  develop management solutions aimed at its  improvement;  - Be able to form and maintain a comfortable moral and psychological climate in the organization.  - Own modern management technologies in the field  organizational culture management, formation and  maintaining a moral and psychological climate in  organizations;  - Own technologies for maintaining an ethical level  business relationship; possess the skills of analyzing the moral and psychological climate and the state of the organizational  culture | | | | | |
| **LO** | 1. Cognitive. - Know the requirements of professional ethics and readiness  act in accordance with these requirements. | | | | | Knows how to define and formulate tasks, principles and  standards for building a system of internal communications in  in line with the strategic goals of the organization | | | | | |
| 2. Cognitive. Knows how to conduct meetings: choose a topic, form  regulations, analyze the problem field, inform  others, apply joint solutions | | | | | 1.Ways to organize employee discipline  2.Be able to regulate interpersonal relationships in the company. | | | | | |
| 3. Functional. - own modern management technologies in the field  organizational culture management, formation and  maintaining a moral and psychological climate in  organizations; | | | | | 1. Technologies for maintaining an ethical level  business relationship; possess the skills of analyzing the moral and psychological climate and the state of the organizational  culture  2. Integrate knowledge of the psychology of interpersonal relations into the organization of management | | | | | |
| 4. Functional . Additional organizations image and mission based  organizational culture | | | | | 1. Improving management competencies  2. Innovative methods of analysis of management in the organization. | | | | | |
| 5. Systematic. Expand approaches to the organization of management using the knowledge of the psychology of the culture of relations and management | | | | | 1. Qualitative modeling of management  2 Assess the role of new methods of psychology in the organization of various services | | | | | |
|  | 6. Systematic. To form and maintain a comfortable moral and psychological climate in the organization and an effective  organizational culture | | | | | Define and formulate objectives, principles and  standards for building a system of internal communications in  in line with the strategic goals of the organization | | | | | |
| **Prerequisites** | Group dynamics | | | | | | | | | | |
| **Post requisites** | Master's Research Practice | | | | | | | | | | |
| **Information resources** | Cultures and Organizations: Software of the Mind, Third Edition by Geert Hofstede, Gert Jan Hofstede, Michael Minkov. Publisher: McGraw-Hill; 3 edition 2010.Kossek E.E. Work and Life Integration: Organizational, Cultural, and Individual Perspectives. Psychology Press, 2004 — 600 p. Series: Applied Psychology SeriesGeorge Jennifer M., Jones Gareth R. Understanding and Managing Organizational Behavior. 6th ed. – Upper Saddle River, New Jersey : Pearson Prentice Hall, 2012. — 644 p. | | | | | | | | | | |
| **Academic policy of the course in the context of university moral and ethical values** | **Academic Behavior Rules:**  All students have to register at the MOOC. The deadlines for completing the modules of the online course must be strictly observed in accordance with the discipline study schedule.  ATTENTION! Non-compliance with deadlines leads to loss of points! The deadline of each task is indicated in the calendar (schedule) of implementation of the content of the curriculum, as well as in the MOOC.  **Academic values:**  - Practical trainings/laboratories, IWS should be independent, creative.  - Plagiarism, forgery, cheating at all stages of control are unacceptable.  - Students with disabilities can get advice in the academic part of the faculty. | | | | | | | | | | |
| **Evaluation and attestation policy** | **Criteria-based evaluation:**  assessment of learning outcomes in relation to descriptors (verification of the formation of competencies in midterm control and exams).  **Summative evaluation:** assessment of work activity in an audience (at a webinar); assessment of the completed task. | | | | | | | | | | |

**CALENDAR (SCHEDULE) THE IMPLEMENTATION OF THE COURSE CONTENT:**

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| --- | --- | --- | --- | --- | --- | --- | --- |
| **weeks** | **Topic name** | **LO** | **ID** | **Am ount of hourst** | **Maximum score** | **Form of Knowledge Assessment** | **The**  **Form of the lesson** |
| 1 | Lecture 1 Culture as Mental Programming Symbols, Heroes, Rituals, and Values | LО 1 | ID 1.1.  ID 1.2. | 1 | 0 |  | offline |
| Practical occupation 1 Ideologies as Group Markers | LО 1 | ID 1.1.  ID 1.2. | 2 | 8 | Presentation | offline |
| 2-3 | Lecture 2 Culture Change: Changing Practices, Stable Values | LО 1 | ID 1.1.  ID 1.2. | 1 | 0 |  | offline |
| Practical (laboratory) occupation  National Culture Differences  National Identities, Values, and Institutions | LО 1 | ID 1.1.  ID 1.2. | 2 | 8 | Analysis | offline |
| 4 | Lecture 3 Studying Cultural Differences | LО 2 | ID 2.1. | 1 | 0 |  |  |
| Practical (laboratory) occupation 3 Culture Scores and Personality Scores | LО 2 | ID 1.1. | 2 | 8 | Analysis |  |
| 5 | IWST 1 Consultation on the implementation of IWS1 | LО 1 | ID 1.1. | 1 | 5 |  | offline |
| 5 | IWS **1.** Prepare a presentation [Organizational Cultures/](#_bookmark77)  [Reading Mental Programs: Suggestions for Researchers](#_bookmark79) | LО 3 | ID 3.1. | 2 | 25 | Practical solution  Search for information  Comparative analysis | offline |
|  | Due to Saturday 12 p.m. | | | | | | |
| 6 | Lecture 4 Culture and Organizational Structure: Elaborating on Mintzberg | LО 2 | ID 2.1. | 2 |  |  | offline |
| Practical (laboratory) occupation 4 Leadership, Decision Making, and Empowerment | LО 2 | ID 2.1.  ID 2.2. | 1 | 8 |  | offline |
| 6 | **MT (Midterm Exam) 1** | LО 1 | ID 1.1. |  | 100 |  |  |
| 7-8 | Lecture 5 Results of the Survey: Six Dimensions of Organizational Cultures | LО 2  LО 3 | ID 2.1.  ID 3.1. | 2 |  |  | offline |
| Practical (laboratory) occupation 5 The Scope for Competitive Advantages in Cultural Matters | LО 3 | ID 3.1. | 1 | 8 |  | offline |
| 9 | IWST 2 Consultation on the implementation of the IWS 2 | LО 4 | ID 4.1.  ID 4.2 | 2 | 5 |  | offline |
| IWS 2Analysis of research materials:  The Scope for Competitive Advantages in Cultural Matters | LО 4 | ID 4.1.  ID 4.2 | 1 | 20 | Analysis | offline |
| Due to Saturday 12 p.m. | | | | | | |
| Organizational Culture and Other Organizational Characteristics Organizational Subcultures | LО 1 | ID 1.1. | 2 | 10 | Complete practice assignments |  |
| 10 | Lecture 6 Group Encounters: Auto- and Heterostereotypes | LО 2 | ID 2.1. | 1 |  |  | offline |
| Practical (laboratory) occupation 6 International Marketing, Advertising, and Consumer Behavior | LО 2 | ID 2.2. | 2 | 8 | Analysis | offline |
| 11 | Lecture 7 Learning Intercultural Communication | LО 5 | ID 5.1. | 1 |  |  | offline |
| Practical (laboratory) occupation 7 Educating for Intercultural Understanding | LО 5 | ID 5.2. | 2 | 8 | Analysis | offline |
| 12 | Lecture 8 Human relations supervision in organizations. Coaching: In business | LО 4 | ID 4.1. | 1 |  |  | offline |
| Practical (laboratory) occupation 8 Personal coaching: Life/lifestyle | LО 4 | ID 4.1. | 2 | 8 | Complete practice assignments | offline |
| IWST 3 Consultation on the implementation of the IWS 3 | LО 5 | ID 5.1. |  | 5 |  | offline |
| ISW 3. Analysis of 2 scientific publications on the topic - Typology of organizational cultures | LО 5 | ID 5.1.  ID 5.2 |  | 25 | Analysis |  |
|  | Due to Saturday 12 p.m. | | | | | | |
| 13 | Lecture 9 Technology features  building organizational culture | LО 1 | ID 1.1. | 1 |  |  | offline |
| Practical (laboratory) occupation 9 Coaching principles or beliefs | LО 1 | ID 1.1. | 2 | 8 | Complete practice assignments | offline |
| 14 | Lecture 10 Dynamics of organizational culture  in the life cycle of the organization | LО 1 | ID 1.1. | 1 |  |  | offline |
| Practical (laboratory) occupation 10 | LО 2 | ID 2.1. | 2 | 8 | Analysis | offline |
| IWST 4 IWS 4 Implementation Consulting | LО 1 | ID 1.1. |  | 5 |  | offline |
| IWS 4. Coaching technology | LО 1 | ID 1.1. |  | 25 | Complete practice assignments |  |
| Due to Saturday 12 p.m. | | | | | | |
| Maintaining organizational culture | LО 1 | ID 1.1. |  | 10 | Complete practice assignments |  |
| 15 | Lecture 11 Meeting scenario | LО 1 | ID 1.1. | 1 |  |  | offline |
| Practical (laboratory) occupation 11 Meeting scenario. Measurement scheme of organizational culture according to K. Cameron and R. Quinn | LО 2 | ID 2.1. | 2 | 8 | Complete practice assignments | offline |
| 15 | **МТ (Midterm Exam)** | LО 1 | ID 1.1. |  | 100 |  |  |
|  | **EXAM** | LО 3 | ID 3.1. |  | 10 |  |  |

[Abbreviations: QS - questions for self-examination; TK - typical tasks; IT - individual tasks; CW - control work; MT - midterm.

Comments:

- Form of L and PT: webinar in MS Teams / Zoom (presentation of video materials for 10-15 minutes, then its discussion / consolidation in the form of a discussion / problem solving / ...)

- Form of carrying out the CW: webinar (at the end of the course, the students pass screenshots of the work to the monitor, he/she sends them to the teacher) / test in the Moodle DLS.

- All course materials (L, QS, TK, IT, etc.) see here (see Literature and Resources, p. 6).

- Tasks for the next week open after each deadline.

- CW assignments are given by the teacher at the beginning of the webinar.]

**Dean Massalimova A.R.**

**Chairman of the Faculty Methodical Bureau Kabakova M.P.**

**Head of the Department Madaliyeva Z.B.**

**Lecturer** **Topanova G.T.**