

**NAME OF THE SUBJECT**  
**HUMAN RESOURCES**

**CYCLE**

PROFESSIONAL DISCIPLINARY BLOCK

**CLUE**

AFE110

**GENERAL OBJECTIVE OF THE SUBJECT**

They will solve conflict and negotiation situations, based on the differentiation of the types of personalities and their behavior within the organization to improve both personal satisfaction and productivity in a company through innovative ideas.

**THEMES AND SUBTHEMES**

**1. BASES FOR THE STUDY OF HUMAN BEHAVIOR**

what is behavior

behavioral sciences

Internal and external environment

**2 ORGANIZATIONAL BEHAVIOR**

Definition of organizational behavior

Theoretical frameworks

2.2.1. Cognitive theoretical framework

2.2.2. behaviorist theoretical framework

2.2.3. Social Cognitive Theoretical Framework

Conduct at work

Performance and productivity

recognition and reward

Remuneration

recognition as a reward

benefits as a reward

**3. PERSON AND PERSONALITY**

Difference Between Resource and Human Capital

The person as a whole being

perception and attribution

3.3.1. perceptual process

3.3.2. common distortions

Emotion

3.4.1. Emotional process: moods

Motivation

3.5.1. Needs and motives

3.5.2. Goals and incentives

3.5.3. Contemporary theories of motivation

3.5. individual differences

3.6.1. Personality: traits, temperament, character

3.6.2. values and attitudes

3.7. Types of behaviors

#### 4. CONTEXT OF THE ORGANIZATION

##### 4.1. environmental context

##### 4.1.1. Role of information technologies

##### 4.1.2. diversity at work

##### 4.1.3. ethics and behavior

#### 5. LEADERSHIP AND EMOTIONAL INTELLIGENCE

##### 5.1. Leadership

##### 5.1.1. Typology and characteristics of leadership

##### 5.2. emotional intelligence

#### 6. ORGANIZATIONAL COMMITMENT

##### 6.1. commitment meanings

##### 6.2. Engagement Results

##### 6.3. Increased engagement

#### 7. TENSION, STRESS AND CONFLICT IN THE ORGANIZATION

##### 7.1. Concepts of tension, stress and conflict

##### 7.2. The causes, effects and problems of stress

##### 7.3. Techniques and best practices to reduce work stress

##### 7.4. What is burnout and how to manage it

##### 7.5. Causes and effects of stress and how to deal with it

##### 7.6. Personal and interpersonal conflicts

##### 7.7. Tactics to manage conflict

##### 7.8. Negotiation skills

#### 8. GROUPS AND WORK TEAMS

##### 8.1. nature of groups

##### B.2. group dynamics

##### 8.3. nature of equipment

##### 8.4. team building

##### 8.5. Equipment Types

##### B.6. equipment dysfunction

#### 9. COMMUNICATION

##### 9.1. Definition and strategy of internal communication

##### 9.2. Scope

##### 9.3. Media

##### 9.4. Design of objectives and communication contents

##### 9.5. Effectiveness of communication in organizational culture

#### 10. POWER, INFLUENCE AND ORGANIZATIONAL GOVERNANCE

##### 10.1. Relations and constellations of power in organizations

##### 10.2. Politics and governance of organizations

##### 10.3. need for power



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#### 11. ORGANIZATIONAL CLIMATE

- 11. 1. Concepts and definitions
- 11.2. Types of surveys
- 11.3. Survey Methodologies
- 11.4. Preparation of reagents
- 11. 5. Application of surveys
- 11. 6. Analysis of results
- 11. 7. Action plan

#### 12. ORGANIZATIONAL CULTURE

- 12.1. Definition of organizational culture
- 12.2. Formation of culture and types of cultures
- 12.3. Values and organizational culture
- 12.4. cultural changes

### **LEARNING ACTIVITIES**

#### **Under teaching leadership: 32 hours**

- Submission of articles from magazines, newspapers or electronic media related to the topics.
- Creative exhibition on readings carried out that will allow the development of skills in the student using relevant information on behavior.
- Group dynamics that provide the student with experiential examples of different human behaviors
- Debate on real cases on the topics seen in class in some companies that will allow the theory to be applied

#### **Independent: 32 hours**

- Search and analysis of articles related to the topic
- Teamwork for the presentation of relevant topics for the understanding of the subject
- Field research on the implementation of a specific topic within an organization to learn about the practice of human resources tools seen in class.

#### **ASSESSMENT**

- Two partial exams 50%
- Jobs and tasks 20%
- A final exam 30%