

### Objectives

- 1) Given class discussion, notes, and two role-playing scenarios the participant should be able to identify and provide an explanation of at least five effective organizational behavioral methods.
- 2) Given a PowerPoint presentation the participant should be able to analyze, identify, and describe three effective ways of managing perverse personalities in the workplace.
- 3) Given a video presentation and discussion the participant should be able to describe the importance of constructive criticism and positive feedback including how each influence employee satisfaction, performance outcomes and productivity in the workplace.
- 4) Given a fictional behavioral assessment report the Behavior vs Performance participant will be able to differentiate between what is triggering, maintaining, and enforcing the different types of behaviors in the workplace and present one possible problem solution for each.

The basis for my analysis and the creation of the objectives begins with understanding what the purpose of this training is. I am facilitating a mini workshop, *Behavior vs Performance in the Workplace*. The participants are the employees from an organization. The organization wants organizational behavior training delivered because of recent negative variables occurring in the workplace. The training will address the problems occurring in the workplace by offering information, methods and strategies to implement when confronted with negative behaviors or personalities in the workplace. Also, the participants will discover the effects of positive and negative behaviors.

I will align the delivery of content with each objective. I will offer different types of learning strategies to ensure all types of learners are reached.

- Objective 1, Module 1 (one hour)

I will deliver an instructional presentation to the participants in the form of a lecture with guided notes. This module will offer an introduction to organizational behavior (OB) and outcome variables with an emphasis on methods used when confronted with difficult or aggressive behaviors in the work place setting. Two role playing scenarios will be demonstrated to the participants. This will benefit the kinesthetic learners. Each scenario will present a behavioral situation that has occurred in the workplace to which a problem has ensued. The participants will then be put into five groups. Each group will be given ten minutes to come up with one effective OB method. The final step in module one will include each group presenting it to the class. Together the class and I will discuss the answers.

- Objective 2, Module 2 (one hour)

I will present a PowerPoint presentation to the participants titled *Dealing with Perverse Personalities in the Workplace*. This presentation will discuss different types of personality characteristics and ways to handle the personalities. This module will focus on the visual learners. Each participant will be given a Personality Test, which basically includes statements that will be analyzed, and each participant will mark the ones that pertain to their personality types. The points will be tallied up and the participant will identify their personality trait at the bottom of the test. We will go over the traits as a class discussion with participants sharing their findings if they would like to.

- Objective 3, Module 3 (one hour)

A video will be shown to the participants. This will focus on the visual and auditory learners. The video is about ten minutes long. It will introduce the importance of job satisfaction in the workplace. After the video is over I will talk about ways to achieve job satisfaction in the

workplace with an emphasis on overall attitude, ethical/moral sensitivities etc... and how all these factors can adversely change the overall job performance and productivity. A graph will be presented that shows an increase in job satisfaction over the years. I will explain that until the early nineties, there was not much emphasis on employee satisfaction and why. The participants will be given a small quiz that will include five scenarios of an employee being satisfied and happy with their job. The participants are to give two reasons and describe why the employee might like their job so well. Is it because there is good ethical leadership in the office? Or the supervisor offered valuable leadership that helped the employee cope with the sudden change?

- Objective 4, Module 4 (one hour)

After the information from the prior modules is presented the final module will begin. The participants will be given a blank behavioral assessment report. We will go over it together and fill it in as we go to create a fictional behavioral assessment report. This will be used as an example for the next step. The participants will be given a behavioral assessment report I created and differentiate between what's triggering and maintaining the behavior presented in the report as well as one possible problem solution. We will discuss the results together as a class.

#### Domains

- Objective 1- Cognitive domain because after each (two) of the role-playing scenarios are demonstrated the participants should be able to identify and provide an explanation for which OB methods should be used. They will also have to explain why.
- Objective 2- Affective domain because the goal of the training is to change the participants behavior response when dealing with difficult personalities in the workplace setting.
- Objective 3- Affective domain because the participants should be able to describe the importance of giving and receiving positive criticism and feedback. Also, if done correctly, how each can change work performance. Positive attitudes and moods can change the employees' thoughts about their job satisfaction, which involves the persons feelings.

- Objective 4- Interpersonal domain and cognitive domain, because after reviewing and analyzing the behavioral assessment report, the participants will be able to explain what factors trigger the negative behavior of the employees in the report. The participant will also give one possible problem solution that would be implemented to change the response to the situation.

#### Reinforcing Learning/Evaluation

- Objective 1- I will reinforce the learning of the trainees by providing the role-playing exercises. The responses from the groups will be shared and evaluated by myself to see if the objective is understood and mastered.
- Objective 2- I will reinforce the learning of the trainees by offering the personality test. Once the test is completed the participants have the option to share their findings or turn them in anonymously to go over with together. I will then use the information gathered from the tests to determine if the objective has been met.
- Objective 3- I will reinforce learning by presenting a small quiz as means of evaluation of mastery.
- Objective 4- The final behavioral assessment report will be used as an assessment tool to which the trainees can compare their answers to the ones on the board as we go over it together.