

Applied Business Ethics

- Corporate social responsibility
 - Stakeholder and shareholder theories
- Agency theory
- Ethics and managers in the present environment, including short cases
- Codes of conduct

Trust, Organizational Justice, and Privacy

- Types of trust
- Psychological contract(s)
- Privacy articles and selected cases discussed on the session video
- Organizational justice perceptions and fairness (also in Chapter 5)

Diversity, Personality, and Values

- Components of "self"
- Definitions and how they relate to each other
- Personality and personal conception traits
 - Big 5
 - Locus of control
 - Proactive personality
 - Machiavellianism
 - Type A and Type B personality types
- Personality, stress, and its outcomes

Perception, Attribution, and Learning

- Perceptual errors and common distortions
- Learning by reinforcement
 - Key terms, schedules, and other aspects
- Attribution theory
 - Internal/external attributions

Motivation

- Content (Needs) theories
 - Key aspects of each
- How process theories work
 - Particularly Expectancy theory
 - Expectancy theory and equity theory terms

Motivation and Performance

- General facts about motivation, rewards and performance
- Pay for performance plans
- Performance appraisal, including key terms and associated errors
- Core job dimensions and job design terms
- Alternative work arrangements

Emotions, Attitudes, and Job Satisfaction

- Main concepts and how they apply at work and in general
- Components of an attitude and how they relate to each other

Communication

- Defining and Describing Communication
- Barriers to Effective Communication
- Communication in Organizations
- Communication and Relationships

Decision Making

- ▣ Rational decision making: steps and variations
- ▣ Alternative decision making environments and techniques
 - Risk management in decision making
 - Programmed and nonprogrammer decisions
- ▣ Judgmental heuristics, biases and errors

Power and Politics

- ▣ General concepts, featuring Barnard's "Zone of Indifference" and other key terms such as influence and force
- ▣ Sources of power and influence, including the components of legitimate power and of personal power
- ▣ The three levels of conformity in response to influence attempts
- ▣ Power and "empowerment"

Conflict and Negotiation

- ▣ Two particular types of conflict: functional and dysfunctional
- ▣ Levels of conflict within and among different entities
- ▣ The purposes that conflict may serve or fail to achieve
- ▣ CONFLICT MANAGEMENT STYLES AND/OR STRATEGIES
- ▣ Alternative dispute resolution

The Nature of Teams and Team Performance I

- ▣ What makes a workgroup or a team, including key definitions such as "groupthink," "synergy" and "silos"?
- ▣ The team development life cycle, in some detail. (Know the stages and what takes place during each one.)
- ▣ Categorizing teams by origin: formal or informal
- ▣ The effects on team performance of various characteristics, particularly size, level of autonomy, and homo/heterogeneity.

The Nature of Teams and Team Performance II

- ▣ Special approaches to team building
- ▣ Productivity effects of performance norms and cohesiveness
- ▣ Three common behavior profiles that may hinder group operations when new members enter a team
- ▣ Identify and understand the different task and maintenance roles workers take on, particularly in distributed leadership environments.

Leadership and Leader Traits and Behaviors I

- ▣ General definitions associated with leadership, both formal and informal
- ▣ Leadership as taken or bestowed as a result of the leadership identity construction process
- ▣ Followership, its social construction, and particularly the follower role orientations