

Personality and Individual Behavior

Big Five Personality Dimensions

1. **Extroversion** – outgoing, talkative
2. **Agreeableness** – trusting, cooperative
3. **Conscientiousness** – dependable, achievement-oriented
4. **Emotional Stability** – calm, secure
5. **Openness to Experience** – creative, curious

Core Self-Evaluations

- **Self-efficacy** – belief in ability to perform
- **Self-esteem** – overall self-worth
- **Locus of control** – control over one's fate (internal vs external)
- **Emotional stability** – handling stress and pressure

Emotional Intelligence (EI)

- Understanding and managing your emotions and others'
- Traits include self-awareness, self-regulation, motivation, empathy, and social skills
- EI can be developed with practice

Values, Attitudes, and Behavior

Values – global beliefs that influence behavior (set early, shaped by major life events)

Attitudes – beliefs about specific things

- **Affective** – how you feel
 - **Cognitive** – what you believe
 - **Behavioral** – how you intend to act
- Cognitive Dissonance** – discomfort from conflicting attitudes and behavior

Values and attitudes influence workplace behavior, but not always consistently.

Perception and Behavior

Perceptual Process

1. Selective attention
2. Interpretation and evaluation
3. Storing in memory
4. Retrieving and responding

Five Perception Distortions

1. **Stereotyping** – assuming based on group traits
2. **Implicit Bias** – unconscious feelings toward others
3. **Halo Effect** – one trait overshadows all others
4. **Recency Effect** – overemphasis on recent info
5. **Causal Attribution** – misjudging causes of behavior

Self-Fulfilling Prophecy (Pygmalion Effect) – expectations shape behavior; expecting success can lead to improved performance

Work-Related Attitudes and Behaviors

Employee Engagement – emotional involvement and enthusiasm at work

- Leads to higher performance, job satisfaction, and retention
- Managers can increase it through meaningful work, recognition, and communication

Job Satisfaction – how people feel about their job overall and specific aspects (pay, coworkers, supervision, growth)

Organizational Commitment – degree to which employees identify with and are loyal to the company

- Positively linked to performance and reduced turnover

Key Workplace Behaviors

- **Prosocial Behavior (PSB)** – actions that benefit others
- **Organizational Citizenship Behavior** – going above and beyond

- **Counterproductive Work Behavior (CWB)** – harm to the organization
 - **Performance, Absenteeism, Turnover** – directly affected by attitudes and satisfaction
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Workplace Diversity

Diversity Wheel

1. **Personality**
2. **Internal** (age, gender, race)
3. **External** (income, education, marital status)
4. **Organizational** (role, department)

Trends

- Aging workforce
- More women, minorities, LGBTQ+
- Physical/mental abilities vary
- Educational mismatches

Barriers to Diversity

- Stereotypes/prejudice
 - Fear of reverse discrimination
 - Negative climate
 - Work-family conflicts
 - Hostile environments
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Stress and Individual Behavior

Workplace Stress Effects

- **Physiological** – headaches, high blood pressure
- **Psychological** – anxiety, burnout