Exam 2 Study Guide

Define:

Organizational charts

Organizational design

Cognitive versus task differentiation

Integration

Formalization

Centralized versus decentralized organizations

Pooled interdependence vs reciprocal interdependence vs cognitive interdependence vs sequential interdependence

Unity of command

Span of contral

Line of authority

Oritnation programs

On-the job training

Job rotation vs job sharing

job reengineering vs restructuring

job design

Interpersonal versus technical skills

Critical incident

Universally positive and negative leadership attributes

Types of power – expert, reward, legitimate, referent

Empowerment

Social intelligence

Types of leadership – informative, consultative, transformational, transactional

What are leadership substitutes and some examples?

What is motivation, push vs pull motivation

Level of Maslow’s hierarchy of needs

Three categories of Alderfer in ERG theory

Three needs in McClelland’s theory

Equity theory

Task significance vs task identiy

Self-efficacy vs self-esteem

Positive reinforcement, negative reinforcement, extinction

What’s a project group?

Difference between formal and informal groups

Levels of team development – forming, storming, norming, performing

Role ambiguity vs role conflict vs role overload

Define norm, cohesion