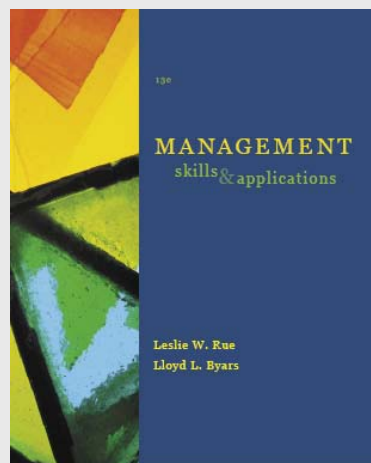


Our Agenda for Tonight:

- **Management: Skills and Applications Overviews:**
 - Chapter 15 – Managing Conflict and Stress
 - Chapter 16 – Change & Culture
- **Application:**
 - Leading and Managing Change – An Overview
- **Class Best Practice Presentations**
 - “Managing Conflict and Stress”
 - “Change & Culture”
- **Wrap Up & Questions**
 - LAST CLASS Highlights:**
 - Final Class International Potluck Party Y/N?
 - Presentations:
 - “Developing Communication Skills”
 - “Decision Making Skills”
 - Hot Wash After Action Review for semester
 - Our Learnings: Final Paper “USA TODAY Headlines”

15-1



Chapter 15

Managing Conflict and Stress

McGraw-Hill/Irwin

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Learning Objectives

After studying this chapter, you will be able to:

1. Define conflict.
2. Discuss the useful effects of conflict.
3. Outline the stages of conflict development.
4. Name the five major types of conflict based on the entities involved.
5. Name five approaches of resolving interpersonal conflict.
6. Name and briefly discuss one method of positively managing conflicts created by diversity in the workforce.

15-3

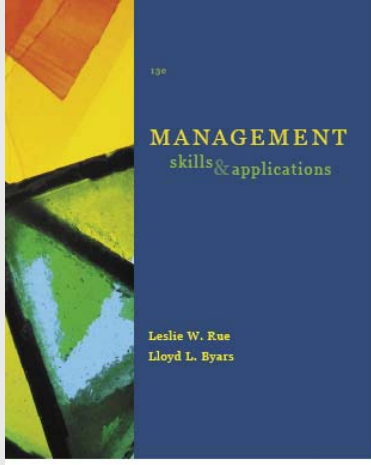
Learning Objectives (cont'd)

After studying this chapter, you will be able to:

7. Define stress and technostress.
8. Define burnout.
9. Describe what is a sabbatical.
10. Outline the basic elements of a violence-prevention program.
11. Explain the three basic types of employee assistance programs.
12. Explain wellness programs.

15-4

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Chapter 16

Managing Change and Culture

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Learning Objectives

After studying this chapter, you will be able to:

1. Identify the three major categories of organizational change.
2. List the three steps in Lewin's model for change.
3. Discuss several reasons employees resist change.
4. Identify several prescriptions for reducing resistance to change.
5. Describe an approach that managers can use to lead change.
6. Summarize the four stages of an organizational development (OD) program.

15-6

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Learning Objectives (cont'd)

After studying this chapter, you will be able to:

7. Briefly describe the four essential principles that organizations must follow to manage innovation.
8. Explain what a learning organization is.
9. Define corporate culture.
10. Describe the generic types of organizational culture.
11. Identify two common sources of organizational sub-cultures.

15-7