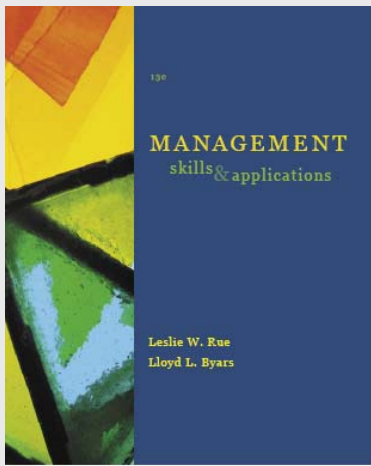


## Our Agenda for Tonight:

- **Management Learning Topics:**
  - Understanding Work Groups & Teams – Chapter 10
  - Motivating Employees – Chapter 13
- **Application:**
  - MBTI: “Temperament” & “Interaction Styles”
  - “FISH Employee Motivation Philosophy – Binder
  - Retention and Development for the Long Run” – Love'em or Loose'em employee retention data (*homework – review presentation in binder*)
- **Class Best Practice Presentations**
  - “Understanding Work Groups/Teams” –
  - “Motivating Employees” –
- **Wrap Up & Questions**



**Chapter 10**

**Understanding Work Groups and Teams**

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Executive Coaching • Leadership Development  
Organization Effectiveness • Facilitation • Strategic Human Resource Leadership

## Learning Objectives

After studying this chapter, you will be able to:

1. Describe formal and informal work groups.
2. Define group norms.
3. Explain group cohesiveness.
4. Define group conformity.
5. Outline the conditions under which individual members tend to conform to group norms.

6. Define groupthink.

10-3

## Learning Objectives (cont'd)

After studying this chapter, you will be able to:

7. Understand the concept of team building.
8. Explain idiosyncrasy credit.
9. Outline the phases in the life of teams.
10. Describe a quality circle.
11. Explain self-directed work teams.
12. Define virtual work teams.

10-4



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**MANAGEMENT**  
skills & applications  
Leslie W. Rue  
Lloyd L. Byars

Chapter  
13

**Motivating  
Employees**

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## Learning Objectives

After studying this chapter, you will be able to:

1. Define motivation.
2. Explain the importance of trust in management in motivation.
3. Describe the scientific management approach to motivation.
4. Explain the equity approach to motivation.
5. Explain the hierarchy of needs.
6. Discuss the achievement-power-affiliation approach to motivation.

10-6

## Learning Objectives (cont'd)

After studying this chapter, you will be able to:

7. Discuss the motivation-maintenance approach to motivation.
8. Discuss the expectancy approach to motivation.
9. Explain the reinforcement approach to motivation.
10. Define job satisfaction and organizational morale.

10-7