

# 101-1 Preliminary Syllabus, Da-Yeh Univ

Information			
Title	組織行為	Serial No. / ID	1067 / BAM3009
Dept.	企業管理學系	School System / Class	大學日間部3年1班
Lecturer	龐峻菱	Full or Part-time	專任
Required / Credit	Required / 3	Graduate Class	No
Time / Place	(一)678 / J420B	Language	Chinese

Introduction
Organizational Behavior is the study of individual behavior and group dynamics in organizations

Outline
1 Flexible Working Conditions
2 Diversity in the Workplace
3 Job Insecurity
4 Personality, Perception, and Attribution
4.1 Individual Differences and Organizational Behavior
4.2 Social Perception
4.3 Personality
4.4 Application of Personality Theory in Organizations: The Meyers-Briggs Type Indicator Instrument
4.5 Attribution in Organizations and Managerial Implications: Using Personality, Perception, and Attribution at Work
5 Communication
5.1 Interpersonal Communication
5.1.1 Reflective Listening
5.2 Affirming Contact
5.3 Paraphrasing the Expressed
5.4 Clarifying the Implicit
5.5 Reflecting "Core" Feelings
5.6 Silence
5.7 Eye Contact
5.8 One-Way Versus Two-Way Communication
5.9 Five Keys To Effective Supervisory Communication
5.9.1 Expressive Speakers
5.9.2 Empathetic Listeners
5.9.3 Persuasive Leaders
5.9.4 Sensitive to Feelings
5.9.5 Informative Managers
5.10 Barriers and Gateways to Communication
5.10.1 Physical Separation

- 5.10.2 Status Differences
- 5.10.3 Gender Differences
- 5.10.4 Cultural Diversity
- 5.10.5 Language
- 5.11 Defensive and Nondefensive Communication
  - 5.11.1 Defensive Communication
  - 5.11.2 Subordinate Defensiveness
  - 5.11.3 Dominant Defensiveness
  - 5.11.4 Defensive Tactics
  - 5.11.5 Nondefensive Communication
- 5.12 Nonverbal Communication
  - 5.12.1 Proxemics
  - 5.12.2 Facial and Eye Behavior
  - 5.12.3 Paralanguage
  - 5.12.4 How Accurately Do We Decode Nonverbal Cues?
- 5.13 Positive, Healthy Communication
- 5.14 Communication Through New Technologies
  - 5.14.1 Written communication
  - 5.14.2 Communication Technologies
- 6 Attitudes, Values, and Ethics
  - 6.1 ABC Model of Attitude
  - 6.2 How Attitudes Are Formed
  - 6.3 Job Satisfaction and Organizational Commitment
  - 6.4 Source, Target, and Message
  - 6.5 Instrumental and Terminal Values
  - 6.6 Managing in Globalization
  - 6.7 Ethical Behavior
- 7 Stress
  - 7.1 What is Stress?
  - 7.2 The Four Approaches to Stress
  - 7.3 The Stress Response
  - 7.4 Work Stress
    - 7.4.1 Four Categories of Work Demands
  - 7.5 Non-Work Demands
  - 7.6 Stress-Strain Relationships
    - 7.6.1 Individual Differences in the Stress-Strain Relationships
    - 7.6.2 Gender Differences
    - 7.6.3 Type A Behavior Pattern
    - 7.6.4 Personality Hardiness
    - 7.6.5 Self-Reliance
  - 7.7 Consequences of Stress
  - 7.8 Performance and Health Benefits
  - 7.9 Individual Distress
  - 7.10 Organizational Distress
- 8 Motivation
  - 8.1 Expectancy Theory of Motivation
  - 8.2 Theory Social Exchange and Equity
  - 8.3 McClelland ' s Need Theory