

97-1 Preliminary Syllabus, Da-Yeh Univ

| Information | | | |
|-------------------|---------------|-----------------------|----------------|
| Title | 組織行為 | Serial No. / ID | 0927 / BAM3009 |
| Dept. | 企業管理學系 | School System / Class | 大學日間部2年1班 |
| Lecturer | 杜強國 | Full or Part-time | 專任 |
| Required / Credit | Required / 3 | Graduate Class | NO |
| Time / Place | (四)9AB / B501 | Language | Chinese |

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

| Outline |
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| 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