

# 98-1 Preliminary Syllabus, Da-Yeh Univ

Information			
Title	組織行為	Serial No. / ID	2190 / BAM3009
Dept.	企業管理學系	School System / Class	大學日間部3年2班
Lecturer	龐峻菱	Full or Part-time	專任
Required / Credit	Required / 3	Graduate Class	NO
Time / Place	(一)78 / B303 (三)1 / B303	Language	Chinese

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

Outline
<ul style="list-style-type: none"> <li>1 Flexible Working Conditions</li> <li>2 Diversity in the Workplace</li> <li>3 Job Insecurity</li> <li>4 Personality, Perception, and Attribution                             <ul style="list-style-type: none"> <li>4.1 Individual Differences and Organizational Behavior</li> <li>4.2 Social Perception</li> <li>4.3 Personality</li> <li>4.4 Application of Personality Theory in Organizations: The Meyers-Briggs Type Indicator Instrument</li> <li>4.5 Attribution in Organizations and Managerial Implications: Using Personality, Perception, and Attribution at Work</li> </ul> </li> <li>5 Communication                             <ul style="list-style-type: none"> <li>5.1 Interpersonal Communication                                     <ul style="list-style-type: none"> <li>5.1.1 Reflective Listening</li> </ul> </li> <li>5.2 Affirming Contact</li> <li>5.3 Paraphrasing the Expressed</li> <li>5.4 Clarifying the Implicit</li> <li>5.5 Reflecting "Core" Feelings</li> <li>5.6 Silence</li> <li>5.7 Eye Contact</li> <li>5.8 One-Way Versus Two-Way Communication</li> <li>5.9 Five Keys To Effective Supervisory Communication                                     <ul style="list-style-type: none"> <li>5.9.1 Expressive Speakers</li> <li>5.9.2 Empathetic Listeners</li> <li>5.9.3 Persuasive Leaders</li> <li>5.9.4 Sensitive to Feelings</li> <li>5.9.5 Informative Managers</li> </ul> </li> <li>5.10 Barriers and Gateways to Communication                                     <ul style="list-style-type: none"> <li>5.10.1 Physical Separation</li> </ul> </li> </ul> </li> </ul>

- 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