

**DEVRY MGMT 591 Final Exam Guide Set 1 NEW**

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**MGMT 591 Final Exam Study Guide v7-3-15**

**SA 1. (TCOs 1 and 2) Organizational behavior is an interdisciplinary body of knowledge with strong ties to several academic disciplines. Please identify three of the four primary areas.**

**SA 1. (TCOs 1 and 2) OB defines stress in terms of both work stressors and life stressors. Please identify four common sources of stress at work.**

**SA 1. (TCOs 1 and 2) Please identify and briefly explain two of the five dimensions of national culture.**

**SA 1. (TCOs 1 and 2) What is organizational learning? Why is it important for firms to emphasize organizational learning?**

**SA 1. (TCO 1 and 2) What is the goal in studying and applying organizational behavior concepts? Pick one of the four organizational behavior disciplines and use a brief example to describe how it relates to this goal.**

**SA 1. (TCO 1, 2) Identify the main elements included in affective events theory. Select any two of these elements, and provide an example of how the factor can influence an employee's job performance and satisfaction.**

**SA 1. (TCO 1, 2) What is organizational behavior, and to what degree do you think an understanding of it may increase one's managerial success in the workplace?**

**SA 2. (TCO 4) Please define self-managing teams and identify three of the five tasks a true self-managing team is responsible for.**

**SA 2. (TCO 4) Referring to the team decision making process, define consensus and unanimity, and explain the difference between the two.**

**SA 2. (TCO 4) There are six methods that teams use to make decisions. Identify and define three of the six.**

**SA 2. (TCO 4) What is groupthink? Why can groupthink be detrimental to effective group functioning?**

**SA 2. (TCO 4) What factors determine whether teams are successful? Please briefly describe each factor.**

**SA 3. (TCO 5) Please define and explain the difference between functional conflict and dysfunctional conflict.**

**SA 3. (TCO 5) Identify and define four of the**

**seven key elements in the communication process. Give a specific example of a possible breakdown in a communication flow.**

**SA 3. (TCO 5) Please identify and give examples of four of the five direct conflict management strategies.**

**SA 3. (TCO 5) Please identify and give examples of four of the five indirect conflict management strategies.**

**SA 3. (TCO 5) Identify four of the barriers to effective communication and give an example of each.**

**SA 3. (TCO 5) Based on the value of leadership communication and conflict management skills presented in the course, list a minimum of five major conflict resolution techniques that allow managers to control dysfunctional conflict or increase conflict when it is too low between parties. Support each technique with a clear and concise example of a manager's application of each technique during conflict resolution situations in the workplace.**

**SA 3. (TCO 5) Define the term channel richness as it relates to the communication process. Briefly describe and defend which level of richness you would select when addressing a workplace conflict in the antecedent stage.**

**SA 4. (TCO 5) What is leadership, and how does it differ from management?**

**SA 4. (TCO 5) Define power from an organizational behavior perspective. What is the difference between power and influence?**

**SA 4. (TCO 5) There are four forms of personal power. Please identify and explain any three of the four.**

**SA 4. (TCO 5) Compare and contrast charismatic and transformational leadership styles. Provide two characteristics of each leadership style.**

**SA 4. (TCO 5) Differentiate between trait theories of leadership and behavioral theories of leadership. Describe each and give an example of each type of leadership.**

**SA 5. (TCO 6 & 7) Explain how interpersonal conflict occurs, and give two examples of substantive conflict and two examples of emotional interpersonal conflict.**

**SA 5. (TCO 6 & 7) Describe and illustrate with an example an advantage that face-to-face communication has over written communication. Describe and illustrate with an example an advantage that written communication has over face-to-face communication.**

**SA 5. (TCO 6 & 7) Workplace deviance is costly to both organizations and employees. Victims of workplace deviance suffer from stress-related conditions, decreased productivity, and low morale, and are more likely to leave the organization. How can norms be used to reduce deviant workplace behavior?**

