

Lecture 3 - Org. Behaviour

How can we describe employees?

- How can we describe their personality?
- What are they like

How can we describe what employees can do?

- Skills
- Commitment?

The big 5 - Describe their personality (Not the only traits, but the major ones)

- Conscientiousness
- Agreeableness
- Neuroticism
- Openness to experience
- Extraversion

(C A N O E) - mnemonic?

Culture Taxonomies - Cultural values

- Hofstede Dimensions - More at a national level in terms of culture
- Project GLOBE Dimensions

Personality:

- The structures and propensities inside a person that explains his or her characteristic patterns of **thought, emotion, and behaviour**
- Personality creates people's social reputation and captures what people are like
- Personality traits are a function of both your **genes and your environment** (particularly culture)
- Personality can be split into periods
 - Personality evolves with time and mutates

Conscientiousness

- Dependable, organized, reliable, ambitious, hardworking, persevering
NOT
- Careless, sloppy, negligent

Agreeableness

- Kind, cooperative, sympathetic, helpful, courteous, warm
NOT
- Critical, antagonistic, selfish, rude, cold, callous

Neuroticism

- Nervous, moody, emotional, insecure, jealous, unstable
NOT
- Calm, steady, relaxed, at ease, secure, contented

Openness to experience

- Curious, imaginative, creative, complex, refined, sophisticated
NOT
- Uninquisitive, conventional, conforming, simple, unartistic, traditional

Extraversion

- Passionate, talkative, sociable, assertive, bold, dominant
NOT
- Quiet, Shy, Inhibited, Bashful, Reserved, SUBmissive

Loss of Control

- Belief about what causes experiences in life.
- People higher on neuroticism more likely to be externals.
- Would externals or internals more typically experience strains? Why?

Self Monitoring

- People observe and regulate how they appear and behave in social settings
- Knowing what emotions to show for situations
- Monitoring their social setting
- What kind of job would such a trait be relevant to?

Ability

- The relatively stable capabilities people have to perform a particular range of different but related activities
- In contrast to skills, which are more trainable and improvable
- As well with personality about half to the variation in ability levels is due to genetics.

Cognitive/Mental Ability

- General intelligence
- Capabilities related to the acquisition and application of knowledge in problem solving
 - Verbal (oral and written comprehension, i.e. business execs, police, fire)
 - Quantitative (Number and math, treasurer, statisticians)
 - Reasoning (Problem awareness, deductive and inductive, reasoning, originality, i.e. surgeons, business execs, judges)
 - Spatial (Spatial orientation and visualization, i.e. pilots, sketch artists)
 - Perceptual (speed and flexibility of clusir, perceptual speed, i.e. musicians, police pilots, etc)

Emotional Intelligence (Book)

- Capabilities related to the management and use of emotions when interacting with others
- Sometimes labeled EQ or EI
- Especially vital in jobs that require a lot of emotional labor
- Comes in four varieties

Self awareness

- The ability of an individual:
 - To understand the types of emotions he/she is experiencing
 - The willingness to acknowledge them
 - And the capability to express them accurately

Emotion regulation

- Then ability to quickly recover from emotional experiences and control one's feelings

Use of emotions

- The ability of an individual
 - To harness emotions
 - Use them to improve their chances of being successful in a given area

Physical abilities:

- Importance varies according to the nature of the job
 - Strength
 - Stamina
 - Flexibility and coordination
 - Psychomotor
 - Sensory