

## Lec 31

Here are detailed notes for the lecture PDF on "Culture and Leadership":

### 1. About Organizational Culture

- Culture shapes attitudes and behaviors in an organization
- Seven primary characteristics:
  - 1) Innovation and risk taking
  - 2) Attention to detail
  - 3) Outcome orientation
  - 4) People orientation
  - 5) Team orientation
  - 6) Aggressiveness
  - 7) Stability
- Defining questions:
  - What can/cannot be discussed?
  - How is power wielded?
  - Unwritten rules?
  - Morality and ethics?
  - Stories told?

### 2. Schein's Four Key Organizational Culture Factors

- a) Myths and stories
  - Tales passed down communicating underlying values
  - E.g. Stories about Sam Walton at Walmart
- b) Symbols and artifacts
  - Visible objects describing cultural aspects
  - E.g. Office layouts, dress codes
- c) Rituals
  - Recurring activities reflecting culture
  - E.g. Sales meetings, retirement ceremonies
- d) Language
  - Jargon indicating in-group/out-group
  - Revealing how groups view each other
  - Used to create culture

### 3. Leaders and Culture

- Leaders can play active role in changing culture
- By attending to issues, modifying culture through reactions
- Role modeling, self-sacrifice to inspire
- Criteria used to select/dismiss followers

### 4. Creating an Ethical Culture

- Be a visible ethical role model
- Communicate ethical expectations via code of ethics

- Provide ethical training programs
- Visibly reward ethical acts, punish unethical ones
- Protective mechanisms for reporting ethical issues

#### 5. Positive Organizational Culture

- Emphasizes building on strengths
- Rewards more than punishes
- Emphasizes vitality and growth

#### 6. Three Leadership Culture Types

##### a) Dependent (top-down control)

- Command and control mindset
- Respect based on seniority/position
- Emphasis on maintaining smooth operations
- Deferring to authority is safest

##### b) Independent (individual responsibility)

- Decentralized decision making
- Respect for high achievers
- Bold independent action prized
- Success from competent individuals

##### c) Interdependent (collaboration)

- Valuing dialogue and differences
- Shared commitment to overall success
- Openness and candor valued
- Frequent role changes to adapt

#### 7. Organizational Culture Theory

- Competing Values Framework
  - Values on opposite axes are inherently in tension
  - Organizations balance these competing values
- Four Culture Types:
  - a) Hierarchy (inward focus, control/stability)
    - Formalized rules and procedures
    - Efficiency and dependability emphasized
  - b) Market (outward focus, control/stability)
    - Focus on competitive positioning
    - Emphasis on measurable goals/targets
    - Pervasive "drive to win"
  - c) Clan (inward focus, flexibility/discretion)
    - Cohesiveness and shared values
    - Teamwork, loyalty, talent development
    - "Extended family" feel
  - d) Adhocracy (outward focus, flexibility/discretion)
    - Dynamic, responsive to rapid change

- Fosters creativity and entrepreneurship
- Emphasizes individual initiative

#### 8. Leadership and Culture Alignment

- All cultures have elements of the four types
- Dominant type shapes leadership approach
  - Hierarchy: Managing info, monitoring operations
  - Market: Aggressiveness, productivity, competition
  - Clan: Consensus-building, empathy, trust
  - Adhocracy: Vision, creativity, future-orientation

#### 9. Research Paper Summary

- Investigated leadership vision, culture, innovation support
- Hypothesized:
  - Non-profits: Socially responsible culture mediates vision->innovation
  - For-profits: Competitive culture mediates vision->innovation
- Findings provided partial support

#### 10. Case Study: Toyota's Problems

- Series of recalls in 2010 for issues like unintended acceleration
- Initially denied problems, later apologized
- Some criticized Toyota's insular, arrogant culture
- But investigations blamed driver error, not car defects
- Discussion questions on how a leader should respond

#### 11. Book Recommendation

- "Organizational Culture and Leadership" by Edgar Schein
- Influential book on culture's role in achieving org goals
- Covers national, ethnic, team-level cultures
- Leaders' crucial responsibility in managing culture

### Lec 32

Here are detailed notes for the lecture PDF on "Global Leadership":

#### 1. Introduction to Global Leadership

- Studies on expatriate managers in 1970s-1990s raised awareness of culture's role
- Driven by advent of globalization in international business
- Definition: Influencing and bringing positive changes across cultures/complexity

#### 2. Global Leadership vs. Domestic Leadership

- Global leadership is more complex than domestic (Maznevski & DiStefano)
- Global leaders need additional capabilities like cultural intelligence
- What works in one country may not work in another

### 3. Four Dimensions of Complexity for Global Leaders

- a) Multiplicity - More stakeholders, competitors, governments to deal with
- b) Interdependence - Increased interdependencies require higher skill set
- c) Ambiguity - Lack of clarity, cultural differences in interpretations
- d) Constant Change - Systems always changing, perhaps at faster rates

### 4. Global Leadership Essentials

- a) Solid Management and Leadership Skills
  - Management: Goals, execution, planning, problem-solving
  - Leadership: Shaping future, transformation, opportunities
- b) "Glocal" Mindset
  - Think and act both globally and locally
  - Appreciate diversity and homogeneity
  - Open to learning from everywhere
  - Involves cognitive skills, cosmopolitan outlook, perspective-taking
- c) Leadership Agility
  - Adjusting behavior without losing self
  - Supported by tolerance, resilience, humility, perspective-taking
  - Capacity to act effectively in foreign situations
- d) Extra Effort to Bridge Distances
  - Bridging geographical, emotional, cultural, social distances
  - Shift styles and approaches across contexts
- e) Intercultural Competence
  - Skills for effective intercultural interactions
  - Cultural self-awareness, social adaptability, tolerance for ambiguity

### 5. Developing Intercultural Competence

- Moving from unconscious incompetence -> conscious incompetence -> competence
- The Intercultural Development Continuum (IDC)
  - Ranges from denial to adaptation across cultural differences
- Bennett's Framework: Denial, defense, minimization, acceptance, adaptation

### 6. The GLOBE Study

- Comprehensive study of leadership and culture across 62 countries
- Examined cultural dimensions like future orientation, collectivism
- Identified culturally endorsed implicit leadership theories (CLTs)
- Six CLT leadership dimensions: Charismatic, team-oriented, participative, etc.
- 22 universal attributes of effective leaders
- 8 universal impediments to effective leadership

### 7. Research Paper Summary

- Explored requirements and learning for global mindset
- Findings: Transcendence, plasticity, mindfulness, curiosity, humility required
- Learning through experiences, mistakes, reflection (self and with others)

- Implications for HRD professionals in facilitating reflection
8. Case Study: Google vs IBM's Global Leadership Development
    - Google: Quick "field training" - focused, flexible but inconsistent
    - IBM: Thorough in-house program - depth, ethical but resource-intensive
    - Pros and cons of each approach discussed
  9. Book Recommendation
    - "Global Leadership: The Next Generation" by Marshall Goldsmith
    - Identifies skills for future global leaders based on research study
    - Covers global thinking, diversity, technology, partnership, shared leadership

### Lec33

Here are detailed notes for the lecture PDF on "Motivation and Leadership":

1. Introduction to Motivation
  - Derived from Latin word "movere" meaning "to move"
  - The process that initiates, guides, and maintains goal-oriented behaviors
  - Definitions by various authors highlighting inner drivers of behavior
2. Types of Motivation
  - a) Intrinsic Motivation - Driven by internal factors, self-generated
  - b) Extrinsic Motivation - External incentives used to motivate
3. Importance of Motivation
  - a) High performance and sense of belonging
  - b) Low employee turnover and absenteeism
  - c) Acceptance of organizational changes
  - d) Improving organizational image
4. Five Motivational Approaches
  - a) Maslow's Hierarchy of Needs
    - Physiological, safety, love/belonging, esteem, self-actualization
  - b) Achievement Orientation
    - Need for achievement, power, affiliation (McClelland)
  - c) Goal Setting Theory
    - Specific, difficult goals with feedback enhance performance
    - SMART goals - Specific, Measurable, Attainable, Relevant, Time-bound
  - d) Operant Approach
    - Using rewards and punishments to modify behavior
    - Steps: Specify behaviors, determine current contingencies, find reinforcers
  - e) Empowerment

- Delegating decision-making latitude to followers
- Enhances self-determination, meaning, competence, influence

#### 5. Leadership for Motivation

- Provide vision and purpose
- Set clear goals
- Lead by example
- Encourage teamwork
- Optimism and positivity
- Give praise and rewards
- Communicate with team
- Empower team members

#### 6. Why Motivation Matters for Leaders

- Stronger teams
- Better communication
- Positive attitude
- Focus on intrinsic motivation
- Communicate the "why"
- Praise and feedback
- Accountability
- Problem-solving
- Healthy work lifestyle

#### 7. Case Study: Attaching Carrots to Sticks

- Questions incentives reducing intrinsic interest
- Rewards can lead to misbehaviors, legal issues
- Finding right ways to increase desired behaviors

#### 8. Research Paper Summary

- Investigated leadership styles and teacher motivation
- Transformational -> Autonomous motivation
- Transactional -> Controlled motivation
- Motivation mediated leadership's effect on burnout
- Implications for autonomy-supportive training

#### 9. Book Recommendation

- "Understanding Motivation and Emotion" by Johnmarshall Reeve
- Insights into roots of motivation, emotional processes
- Practical interventions for various settings

## Lec 34

Here are detailed notes on the lecture PDF on "Leadership and Team Effectiveness":

### 1. Introduction to Groups and Teams

- Definition of a group:
  - Two or more individuals, interacting and interdependent, who have come together to achieve particular objectives
  - A collection of individuals with regular interaction, mutual influence, feeling of camaraderie, working together towards common goals
- Characteristics of groups:
  - Size (typically 15-20 members)
  - Goals
  - Norms
  - Structure based on roles
  - Interaction among members
  - Collective identity

### 2. Functions of Groups

- Work on complex, independent tasks
- Generate new ideas/creative solutions
- Serve liaison/coordination roles
- Facilitate implementation of complex decisions
- Vehicle for training new employees

### 3. Types of Groups in Organizations

- Formal groups (defined by organizational structure)
- Command/task groups (cross-functional for specific tasks)
- Committees (permanent or temporary, cross-functional)
- Informal groups (formed by members for social needs)

### 4. Why People Join Groups

- Security/strength in numbers
- Status/prestige
- Self-esteem
- Affiliation/social needs
- Power
- Goal achievement

### 5. Definition of Teams

- A group with synergistic performance greater than sum of individuals
- People with complementary skills committed to common purpose/goals
- Rely on collaboration for success

### 6. Characteristics of Teams

- Common goal
- Team spirit/enthusiasm
- Trust
- Clear leadership
- Mutual accountability
- Interdependency
- Defined roles
- Streamlined direction
- Collaboration

#### 7. Barriers to High-Performance Teams

- Non-participating leadership
- Poor decision-making
- Infrequent communication
- Lack of trust
- Not valuing diversity
- Inability to manage conflict
- Lack of goal clarity
- Undefined roles/responsibilities
- Negative atmosphere

#### 8. Groups vs Teams

- Teams are interdependent, focused on team goals vs individual goals
- Teams have shared leadership vs one leader

#### 9. Ingredients for Effective Teams

- Ideal size/membership
- Fair decision-making
- Creativity
- Accountability
- Clear purpose/goals
- Action plans
- Defined roles/responsibilities
- Information sharing
- Good data
- Meeting practices
- Participation
- Ground rules
- Accepted leadership
- Effective processes
- Solid relationships
- Excellent communication

#### 10. What Makes Teams Effective



- Supportive environment
- Skills and role clarity
- Superordinate goals
- Team rewards

#### 11. Case Study: Calamities of Consensus

- Discusses drawbacks of consensus decision-making
- May lead to suboptimal decisions to placate all
- Pressure to conform can cause groupthink

#### 12. Research Paper Summary

- Study on impact of workspace environments on NPD team creativity/effectiveness
- Physical environment factors like space variety, meeting rooms impact creativity
- Socio-technical factors like commitment, IT impact both creativity and effectiveness
- Creativity mediates the effect of some factors on effectiveness

#### 13. Book Recommendation

- "Group Dynamics for Teams" by Daniel Levi
- Integrates research on improving team dynamics/performance
- Includes practical techniques, activities, pedagogy

The notes cover the key definitions, characteristics, types, functions and factors influencing group and team dynamics and effectiveness in detail from the lecture material.

### Lec 35

Here are detailed notes on the lecture PDF "Leadership and Team Effectiveness - Characteristics of Leaders, Followers and Situation":

#### 1. Personal Leadership and Its Qualities

- Desire to take charge of one's own life
- Living by personal mission/values
- Strong personal bonds with followers
- Qualities: Vision, self-discipline, spirituality, integrity, honesty, open communication, kindness, legacy building

#### 2. Followership

- Capacity to willingly follow a leader
- Active participation in the leadership process
- Social relationship between leader, followers, group

#### 3. Types of Followers

- Survivor - Adapt to situations
- Sheep - Passive, uncritical thinkers
- Yes people - Dependent on leader guidance
- Alienated - Critical thinkers but dissatisfied
- Effective - Critical thinkers, enthusiastic

#### 4. How Leaders Inspire Followership

- Embrace servant leadership
- Delegate strategically
- Listen deeply
- Give clear recognition
- Build trust

#### 5. Becoming a Wise Leader

- Cultivating situation awareness
- Four strategies:
  - Long-term focus vs short-term gains
  - Reflecting on experiences
  - Understanding limits of knowledge/skills
  - Expanding practical knowledge
- Three levels of situation awareness:
  - Perceiving environmental elements
  - Comprehending current situation
  - Projecting future status

#### 6. The Potter and Rosenbach Followership Model

- Based on follower performance and leader-follower relationship
- Four types:
  - Politicians (low performance, high relationship)
  - Partners (high performance, high relationship)
  - Subordinates (low performance, low relationship)
  - Contributors (high performance, low relationship)

#### 7. Followers' Responses to Change

- Malicious compliance
- Compliance
- Cooperation
- Commitment

#### 8. Qualities of Good Followers

- Judgement
- Competence
- Honesty
- Courage

- Discretion
- Loyalty
- Work ethic
- Ego management

9. Case Study: Bob Knowling

- Business leader who inspired teams through clear goals, resources, engagement
- Used rational and emotional approaches
- Argued leaders can be taught to implement change

10. Research Paper Summary

- Studied how follower characteristics moderate leadership-engagement relationship
- Need for achievement, equity sensitivity, need for clarity were moderators
- Implications for recruiting, leadership development, employee-organization fit

11. Book Recommendation

- "Leadership for Follower Commitment" by David Cooper
- Covers psychological forces, motivation, follower perceptions
- Case studies linking theory, research and experience

The notes cover the key concepts of personal leadership, followership types and qualities, how leaders inspire followers, situation awareness for wise leadership, followership models, follower responses to change, a case study on an influential leader, research on follower characteristics impacting leadership-engagement, and a relevant book recommendation.