**HUMAN RELATIONS – HOMEOWORK: SESSION 4**

**Chapter Eight: Motivating Performance**

Define Motivation and explain its importance in achieving success.

Explain the focus of Content Motivational Theories.

Describe Maslow’s Hierarchy of Needs.

Explain the ERG Theory in relation to Maslow’s Hierarchy of Needs.

Define Herzberg’s Two-Factor Theory. Compare and contrast Hygienes and Motivators.

Define McClelland’s Manifest Needs Theory. Which classification do you connect with? Why?

Explain the focus of Process Motivation Theories.

Define the Expectancy Theory. Compare and contrast Expectancy and Valence.

What conditions should be implemented to motivate others?

Define the Equity Theory. Compare and contrast inputs and outputs.

What difficulties are presented when putting Equity Theory to practice?

Define the Reinforcement Theory. Outline the four types of reinforcement.

Which reinforcement method is the best motivator? Outline some guidelines to ensure success.

Explain the impact of and the steps involved in Giving Praise.

Explain the Management by Objectives process. Why is setting difficult objectives important?

**Chapter Eleven: Team Dynamics, Creativity, Problem-Solving and Decision-Making**

Define Teamwork and explain its importance in organizational life.

Describe the Team Performance Model.

Define Team Structure and its four components.

Define Team Dynamics and its six components.

Define Group Roles and their impact on leaders.

Compare and contrast Task Roles and Maintenance Roles.

Outline Stages of Team Development. What key variables are identified with each stage?

How does Supervisory Style relate to Team Development?

Compare and contrast Planning Meetings and Conducing Meetings. Why are these skills important?

Identify Problem Team Members and describe how to handle each effectively.

Compare and contrast Problem-Solving and Decision-Making.

Identify and describe the three Decision-Making Styles.

List the five steps in the Decision-Making Model. Apply to a recent scenario encountered.

Which methods in the decision-making process are typically used to generate created alternatives in groups?

Compare and contrast Advantages and Disadvantages of using groups to make decisions.