

Name: _____

Human Relations in Organizations

Chapter Twelve:

Define Organizational Change and the four Variables or Types of Change:

Identify and describe the four distinct Stages in the Change Process:

Explain the four common reasons people are Resistant to Change:

Define Intensity, Source, and Focus as they relate to Reactions and Resistance to Change:

Identify several of the eleven methods for Overcoming Resistance to Change:

Describe Lewin's Change Model:

Describe Lussier's Change Model:

Define Organizational Culture:

Identify five ways employees learn the Organizational Culture:

Describe the difference between Culture and Climate:

What is Organizational Development?

Describe a Performance Appraisal and the Steps involved:

Describe the Coaching Model:

Briefly share your thoughts on how the material outlined in this chapter can impact your life: