

Name: _____

Leadership

Chapter Nine: Motivation, Satisfaction, and Performance

1. Define Motivation and explain its importance.
2. Define Performance and identify the factors that have an effect on it.
3. Define Job Satisfaction and explain its importance.
4. Define Organizational Citizenship Behaviors and their effect on the workplace environment.
5. Explain Maslow's Hierarchy of Needs and how its understanding can help to motivate others.
6. Explain Achievement Orientation and how it relates to performance.

7. Explain Goal Setting and the process involved to help improve the performance of others.

8. Explain the Operant Approach and the best way in which to utilize it.

9. Define Empowerment and the essential components associated with it.

10. Explain Employee Satisfaction, how it can be achieved, and the importance in doing so.

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