

WORK2209 NOTES:

OAB INTRODUCTION:

- *Organisation*: system of two/more people, engaged in cooperative action towards some purpose
 - o Bounded/structured systems; authority relations; hierarchical structure; formal legal status
- *OAB*: people-focused (behaviour, attitudes, performance)
 - o *Assumptions*: behaviour can be predicted, caused/traced to a cause, finite no. causes (possible to know causes), can reasonably draw generalities about cause/type of behaviour

VALUES, PERCEPTIONS AND ATTITUDES:

Perception:

- Cognitive process that lets a person make sense of stimuli from environment

Perceptual process:

- *Target*: object of person's perceptual process
- *Threshold*: min amount of info about/stimulus from, target for a person to notice its presence
- *Direction threshold*: point where a person notices that something has changed in the environment
- *Recognition threshold*: point where person can identify target/changes in target's attributes
- Degree of contrast comes from target's size, colour, loudness, smell
- Attend more quickly to positively valued stimuli (perceptual defence to shield from negative stimuli)

Perceptual errors:

- *Perceptual set*: beliefs built on previous experience with target (expect to find qualities related to target)
- *Stereotype*: perceptual set, holds beliefs, perceived attributes of target based on group target belongs to

Self-perception:

Process by which people develop a view of themselves from social interaction in different groups

- *Self-concept*: set of beliefs people have about themselves (personal qualities, attributes)
 - o Observation's of behaviour, recall of past important events, social context, comparisons
- *Self-esteem*: positive, negative judgments (feelings) of self (perceptual + cognitive)
- *Self-presentation*: behavioural strategies to affect how others seem them, how they think about self

Social perception:

Process by which people come to know, understand each other

- *First impressions*: physical aspects (sometimes stereotype from physical features)

Attribution process:

Quick personal attribution, adjustment based on situation's characteristics (explain causes of others' behaviours)

Personal attribution	Situational attribution
Target's characteristics cause behaviour	Situational aspects cause behaviour
1. <i>Consensus info</i> : observe others in same/similar situation (same/diverse behaviour = situation/person)	
2. <i>Distinctiveness info</i> : observe target in different situation (same/diverse behaviour = person/situation)	
3. <i>Consistency info</i> : observe target in similar situation (same/diverse behaviour = person/situation)	

Fundamental attribution error:

- Observer underestimates situation, overestimates target's characteristics as cause of behaviour
 - o Explaining own behaviour, tendency to ascribe causes to situation
 - o Explaining others' behaviour, tendency to ascribe causes to characteristics

False consensus: no matter how in/accurate position is, tend to overestimate degree of others agreeing with our view

Impression of another: formed from the integration of collection of attributions

Attitudes:

A learned predisposition to respond in a consistently un/favourable manner to a given object

1. *Cognitive*: perceptions, beliefs about object; perception of object's distinguishing features
2. *Affective*: evaluation, feelings about object; feeling of like/dislike/neutral for object
3. *Behavioural intention*: how person wants to behave, what person says about behaviour toward object (can be different from observed behaviour following expression of attitude)

Attitude formation (positive/negative attitude towards object):

- Formed from person's belief about object, amount + type of information person has about object

Attitude change:

- Uncomfortable with some aspect of beliefs
- *Persuasive communication (TV etc.)*: Δ cognitive, assumes affective Δ s in positive/negative direction
 - o *Process*: attention, comprehend message, acceptance, retention
- *Norms of important social groups*: social pressures to conform if attitudes different from group
 - o *Cognitive dissonance*: discrepancies among multiple beliefs/cognitions of attitude object
 - o \downarrow *Dissonance (balance/consonance)*: Δ one/more cognitions (potentially Δ attitude)

Personality:

- A person's set of traits, characteristics, predispositions

Personality theories:

Cognitive theory:

- We develop thinking patterns (affects internalisation, interpretation of life's events) as life unfolds
- We move through cognitive development stages (beginning shortly after birth)
- Children are neither driven by instincts nor unwittingly shaped by environmental influences
 - o Curious, actively explore social world to understand it
 - o Respond to environment according to understanding, interpretation of its features

Learning theories:

- Behaviour is learned via social interaction (diverse social experiences \therefore unique personalities)
 - o Young child via early family socialisation
 - o Adults continuously interact in diverse social settings with diverse people

Operant-learning theory:

- Behaviour is learned as external stimuli reinforce behaviour (\uparrow likelihood of behaviour in future)

Cognitive social-learning theory:

- Behaviour is learned by observation of behaviour's consequences, imitation (no direct reinforcement)

Biological theories:

- Personality develops from two different sets of research

Ethological theory:

- A species' members develop common characteristics due to evolution (learn from social experiences)

Behaviour genetics:

- Individual's unique gene structure affects personality development
 - o Behaviourally expressing genotype, interactions of this with social environment

Emotions:

Feeling, psychological state, biological state that inclines a person to act in a certain way

- Collection of emotions defines temperament (key element of personality)

- *Basic emotions*: anger, disgust, fear, joy, sadness, shame, surprise

<i>Behaviour driven by emotional mind</i>	<i>Behaviour driven by rational mind</i>
Heart brain, quickly point in right direction	Head brain, logically assess (arrive at good decision)

Emotional intelligence:

- Mental process of (1) appraising, expressing emotions in self, others, (2) managing emotion in self, others, (3) adaptively using emotions to guide, solve problems

<i>Self-awareness</i>	Know weaknesses, strengths, limits; recognising effects of emotions
<i>Self-management</i>	Show integrity, flexibility; controlling emotions
<i>Social awareness</i>	Sense, understand others' emotions, have empathy + active interest in others' concerns
<i>Relationship management</i>	Develop others via guidance, feedback, build relationships, cooperate, manage conflict

- More accurately express emotions to others, smoother interpersonal interactions

Big-Five personality dimensions:

<i>Extroversion</i>	Talkative, active, sociable, assertive, gregarious (high)
	Reserved, quiet, introverted (low)
<i>Emotional stability</i>	Calm, relaxed, secure (high)
	Worried, depressed, anxious, insecure, angry, embarrassed (low)
<i>Agreeableness</i>	Cooperative, tolerant, good-natured, trusting, courteous, caring (high)
	Rude, cold, unkind (low)
<i>Conscientiousness</i>	Dependable, thorough, organised, responsible, planful, success oriented, hardworking (high)
	Sloppy, careless, inefficient (low)
<i>Openness to experience</i>	Curious, intelligent, broadminded, creative, imaginative, cultured (high)
	Simple, unimaginative, conventional (low)

Personality types:

Locus of control:

<i>External control</i>	Feel that luck, fate, powerful external forces control destiny
<i>Internal control</i>	Feel that they control what happens to them

Machiavellianism:

Cynical view of others' motives, dishonest, manipulative, distance/emotionally detached, suspicious orientation, interpersonal conflict, personal goals, view world as political processes, use political strategies

Type A and B:

<i>A</i>	Aggressive, dominate others, hostile, impatient, achievement focus, tempered, enjoy challenges
<i>B</i>	Calm, patient, review achievements, self-esteem, even tempered

Myers-Briggs Type Indicator (MBTI):

Extroverted (E), introverted (I); sensing (S), intuitive (N); thinking (T), feeling (F); perceiving (P), judging (J)

International aspects:

- Perceptual process has strong ties to culture
- Different cultures emphasize different personality characteristics (high conflict potential for MNCs)