

Unit II Flashcards



Chapters 1 and 2

#1 Interpersonal Skills Training

Review



The teaching of skills for dealing with others so that they can be put into practice.

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REVIEW**

#2

Intuition

Review



_____ is an experience-based way of knowing or reasoning in which the weighing and balancing of evidence are done automatically.

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#3

Self-efficacy

Review



The confidence in your ability to carry out a specific task.

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#4 The acquisition of knowledge and skills that takes place naturally outside of a structured learning environment.

Review



Informal Learning

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#5

Developmental Need

Review



A specific area in which a person needs to change or improve.

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#6 An area for improvement common to most people.

Review



Universal Training Need

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#7

Action Plan

Review



A series of steps to achieve a goal.

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#8

Personality

Review



Persistent and enduring behavior patterns that tend to be expressed in a wide variety of situations.

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#9 An accumulation of skills, dispositions, and knowledge, plus the ability to apply knowledge to solve everyday problems is known as ____.

Review



practical intelligence

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#10 The moral choices a person makes;
what is good and bad, right and wrong,
just and unjust, and what people should
do.

Review



Ethics

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#11

Cognitive Intelligence

Review



The capacity to acquire and apply knowledge, including solving problems.

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#12

g (general) factor; s (special)
factor

Review



A factor in intelligence that contributes to the ability to perform well in many tasks is _____. Specific components of intelligence that contribute to problem-solving ability is _____.

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#13 organizational citizenship behavior

Review



The willingness to go beyond one's job description without a specific, apparent reward is described as _____.

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#14

Individual differences

Review



Variations in how people respond to the same situation based on personal characteristics. Mental processes used to perceive and make judgments based on situations.

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#15 A theory of intelligence contending that people know and understand the world in distinctly different ways and learn in different ways.

Review



Multiple intelligences

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#16

Personal-role Conflict

Review



The situation that occurs when the demands made by the organization clash with the basic values of the individual.

SHOW

NEXT

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Reference

DuBrin, A. J. (2015). *Human relations: Interpersonal job-oriented skills* (12th ed.). Boston, MA: Pearson.



END

REVIEW