Unit II Flashcards

Chapters 1 and 2



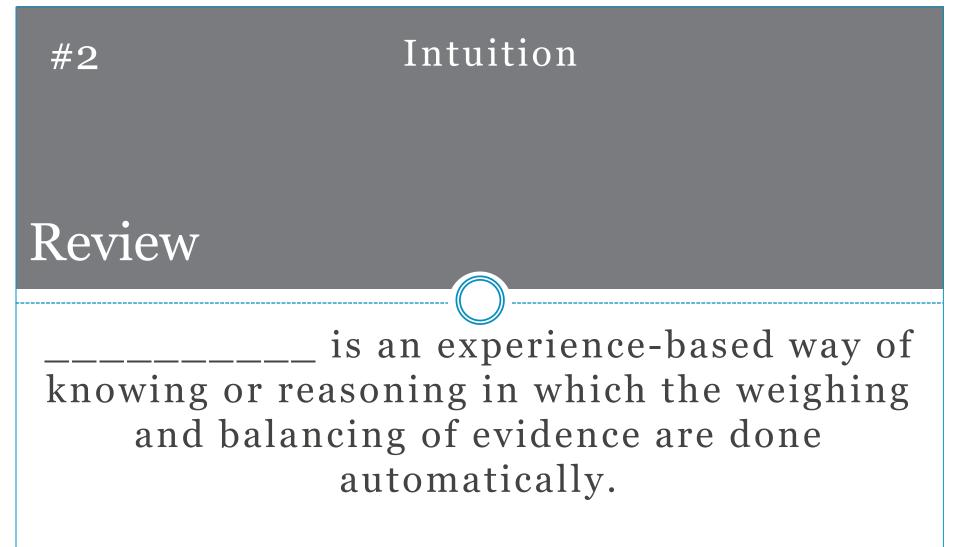
Review

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

















Self-efficacy



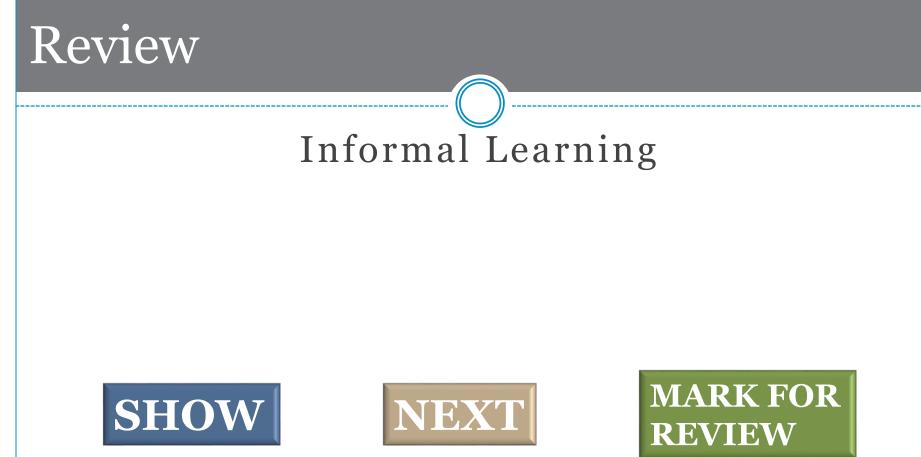
The confidence in your ability to carry out a specific task.







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





Review

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







#6 An area for improvement common to most people.



Universal Training Need











Personality



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







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

Review

practical intelligence







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

Ethics

MARK FOR

REVIEW

Review

SHOV



Cognitive Intelligence



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









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







#13 organizational citizenship behavior

Review

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







#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.







#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









Review

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







Reference

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

