Chapter 12 Motivation
Motivation sources
Maslow Hierarchy of Needs - factors
Alderfer’s ERG Theory – factors
McClelland - factors
Herzberg’s – motivation/Hygiene factors, how developed
Goal Setting – characteristics of good goals
Goals – aspects to improve performance
Equity Theory – how works
Reinforcement Theory – pos, neg, Extinction, punishment
Reinforcement Theory – basis
Expectancy Theory - aspects
Maslow – central concept

Chapter 13 Leadership
Compare & contrast management and leadership
School of thoughts – trait, behavioral, situational, dispersed, exchange
Manager’s fundamental responsibility
Sources and uses of power
Leadership style
Emotional Intelligence dimension

Chapter 14 Managing Teams
Compare and contrast groups and teams – characteristics, behaviors
Team size
Types of teams – skills
Stages of team formation
Team roles
Team norms
Team processes
Interdependence
Self Managed Teams
Member behavior
Conflict