



**Organizational Behavior "OB"**  
The study of what people do in an organization and the way their behavior affects the organization's performance

**Management**

**Manger and Organization**

**Planning**

goals

strategy

coordination

**Organizing**

action plans

**Leading**

motivating

directing

**Control**

monitoring

**10 roles separated into 3 main categories**

**Henry Mintzberg's Mangeral Roles**

**Effective VS Successful managerial activities**

**Skills**

Technical (ability to apply specialized knowledge)

Human (ability to understand, work with, and motivate others)

Conceptual (mental ability to analyze and diagnose)

**Interpersonal**

leader

liaison

figurehead

**Informational**

monitor

disseminator

spokesperson

**Decisional**

entrepreneur

resource allcator

negotiator

**Workplace**

**Biographical characteristics**

**Attitudes**

**job satisfaction**

**satisfaction**

job conditions, personality and pay

**dissatisfaction**

exit response

voice response

loyalty

neglect

job involvement

organizational commitment

**Employability Skills**

critical thinking

communication

collabaration

knowledge application and analysis

**Organizational Polices**

**expectations**

psychological contract (unwritten agreement between employees and the employer )

employers must treat employees justly, provide acceptable working conditions, and communicate

employees must show loyalty, follow directions, and demonstrate a good attitude.

**Group Property**

norms

status

size and dynmic

cohesiveness

diversity