

- ❖ *The law of effect* this law states that the behaviour that has rewarding consequence is likely to be repeated whereas behaviour that leads to a negative consequence tends not to be repeated.

Thorndike

- ❖ *Types of organizational behaviour Model*

- Autocratic
- Custodial
- Collegial
- Supportive

- ❖ *Terminal Value* A terminal value is an ultimate goal or end of a person for example comfortable life, family security, freedom, self- respect.

- ❖ *Instrumental Value* An Instrumental Value relates to means for achieving the desired outcome or end, for example honesty, politeness, logical ,cheerfulness.

- ❖ *Component of Attitude*

- Cognitive or informational component
- Affective or Emotional Component
- Behavioural Component

- ❖ *Job related attitude and behaviour*

- Job satisfaction
- Job involvement
- Organizational commitment

- ❖ *Transactional Analysis* Transactional Analysis is the study of social transactions between people. It is a technique used to help people better understand their own and other behaviour, especially in interpersonal relationship.

- ❖ *Learning* Learning is a relatively permanent change in behaviour or attitude of a person over time. it simply means acquisition of knowledge and skills through study, training, practice, experience or education.

- ❖ *Theories of learning*
 - Classical conditioning
 - Operant conditioning
 - Cognitive process
 - Social learning

- ❖ *Types of reinforcement strategies*
 - Positive reinforcement
 - Negative reinforcement
 - Extinction
 - Punishment

- ❖ *Schedules of reinforcement*
 - Fixed interval Schedule
 - Variable interval Schedule
 - Fixed ratio Schedule
 - Variable ratio Schedule

- ❖ *Emotional intelligence* Emotional intelligence refers to emotional awareness and emotional managerial skills which provide the ability to balance emotions and reason so as to maximize long term happiness. *Daniel Goleman*

- ❖ *Financial incentives of motivation* These incentives are monetary in nature as they involve flow of money from the organisation to its staff, like salary, allowances, and bonus

- ❖ *Non- Financial incentives of motivation* These types of incentives do not involve much financial commitments on the part of the organisation like job enrichment, opportunity for growth

- ❖ *Flat and Tall organisation structure* A tall or vertical organisation structure is one where there is several layers of management between employees and Top management. Flat structure has fewer levels of management and short chain of command.

- ❖ *Group Dynamics* The social process by which people interact face to face in small groups is called group Dynamics. Keith Davis

- ❖ *Group cohesiveness* It refers to the extent to which the members of a group find staying together to be in mutual trust. It refers to the degree to which group members form a collective unit reflecting a feeling of oneness.
 - ❖ *Stages involved in group formation*
 - Forming
 - Storming
 - Norming
 - Performing
 - Adjourning
 - ❖ *Types of Leaders*
 - Autocratic Leaders
 - Democratic Leaders
 - Charismatic Leaders
 - Transformational Leaders
 - Transactional Leaders
 - ❖ *Styles of leadership*
 - Autocratic leadership
 - Participative leadership
 - Free rein leadership
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