

WGU Organizational-Behavior Vce Format & Organizational-Behavior New Braindumps

WGU C715 Organization Behavior Complete Study Guide

Ability - An individual's capacity to perform the various tasks in a job..

Accommodating - The willingness of one party in a conflict to place the opponent's interests above his or her own.

action research - A change process based on systematic collection of data and then selection of a change action based on what the analyzed data indicate.

Affect - A broad range of feelings that people experience.

affect intensity - Individual differences in the strength with which individuals experience their emotions.

affective component - The emotional or feeling segment of an attitude.

affective events theory (AET) - A model that suggests that workplace events cause emotional reactions on the part of employees, which then influence workplace attitudes and behaviors.

Agreeableness - A personality dimension that describes ~someone who is good natured, cooperative, and trusting.

Allostasis - Working to change behavior and attitudes to find stability.

anchoring bias - A tendency to fixate on initial information, from which one then fails to adequately adjust for subsequent information.

Anthropology - The study of societies to learn about human ~beings and their activities.

appreciative inquiry (AI) - An approach that seeks to identify the unique qualities and special strengths of an organization, which can then be built on to improve performance.

Arbitrator - A third party to a negotiation who has the authority to dictate an agreement.

assessment centers - A set of performance-simulation tests ~designed to evaluate a candidate's managerial potential.

Attitudes - Evaluations employees make about objects, people, or events.

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WGU Organizational-Behavior Exam Syllabus Topics:

Section	Weight	Objectives
Organizational Culture	~17%	- Culture definition and components
		• 1. Culture types, functions, and impact • 2. Shared values, beliefs, symbols
Behavioral Influences	~17%	- Individual behavior drivers
		• 1. Learning and attribution processes • 2. Personality, values, attitudes, perception

		- Group formation and stages
Group Development	~17%	• 1. Forming, storming, norming, performing, adjourning • 2. Norms, roles, status, cohesiveness
		- Team types and effectiveness
Teams and Team Building	~17%	• 1. Team leadership and conflict management • 2. Cross-functional, virtual, self-managed teams
		- Evaluation systems and methods
Performance Evaluation	~17%	• 1. Motivation and performance linkages • 2. Appraisal types, feedback, reward systems
		- Leadership theories and styles
Leadership	~17%	• 1. Power, influence, and decision-making • 2. Trait, behavioral, contingency, transformational, servant leadership

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WGU Organizational Behavior (GTO1, C715) Sample Questions (Q23-Q28):

NEW QUESTION # 23

What defines acceptable standards of behavior that are shared by group members?

- **A. Group norms**
- B. Group conformity
- C. Group status
- D. Group roles

Answer: A

NEW QUESTION # 24

Management has noticed that the quality improvement work group is struggling because members seem to be working in different directions. Which suggested action can the company take to increase group cohesiveness?

- A. Establish more rigid roles for group members
- **B. Physically isolate the group**
- C. Increase the difficulty of becoming a group member
- D. Make the group larger

Answer: B

Explanation:

Group Cohesiveness is the degree to which members are attracted to each other and motivated to stay in the group. When a group is

"working in different directions," it lacks the unity and shared purpose characteristic of cohesive teams. To increase cohesiveness, Organizational Behavior literature suggests several specific strategies.

One effective method is to physically isolate the group. By providing the group with its own workspace or isolating them from other units, the members are forced to interact more frequently with one another rather than with outsiders. This increased interaction often leads to a stronger shared identity and a "we-feeling" that helps align their efforts. Other common ways to increase cohesiveness include making the group smaller (not larger, which refutes option C), increasing the time members spend together, and increasing the status of the group or the difficulty of gaining admission. While option A (increasing difficulty of membership) is a valid way to increase cohesiveness, the provided source materials and the context of members "working in different directions" prioritize physical isolation as a primary structural intervention to foster unity. Creating more rigid roles (Option D) might help with clarity but does not necessarily increase the emotional and social attraction (cohesion) between members.

NEW QUESTION # 25

Which method should be used to maximize team member participation in a global meeting?

- A. A Delphi-like sequence of notes via carrier mail to encourage dialog between members
- B. Alpha-direct technologies to maintain communication links
- C. Online using computer technologies and/or phone communication
- D. Unilateral electronic messaging to facilitate communication

Answer: C

Explanation:

In the context of global operations, teams are often physically dispersed across different time zones and geographic locations. To maximize participation, organizations rely on virtual team technologies. Using online computer technologies and/or phone communication (such as video conferencing, instant messaging, and collaborative platforms) allows for real-time or near-real-time interaction that bridges the physical distance.

These technologies enable members to share ideas, provide immediate feedback, and engage in the "give-and-take" necessary for effective decision-making.

While unilateral messaging (Option C) or physical mail (Option D) might transmit information, they lack the interactive richness required to sustain high levels of participation and engagement. Effective global leadership involves selecting the communication channel that best balances the need for speed with the need for social presence. By utilizing synchronous online tools, global teams can simulate the "face-to-face" experience, which helps in building the rapport and trust that are often difficult to establish in a virtual environment. This approach ensures that all members, regardless of their location, have an equal platform to contribute to the team's objectives.

NEW QUESTION # 26

Although team performance has been fairly good, members feel that more could be done to improve their effectiveness. They feel that some team members could be more collaborative. Which type of reward system could be used effectively in this situation?

- A. A system that emphasizes rewards for individual contributions as well as for selfless contributions
- B. A system that emphasizes group rewards based on aggressive competitiveness
- C. A system that emphasizes individual rewards for aggressive competitiveness
- D. A system that emphasizes group rewards for maximizing productivity

Answer: A

Explanation:

Designing an effective reward system for teams requires a delicate balance between individual and collective incentives. If the reward system focuses solely on individual achievement, it can foster internal competition and discourage the very collaboration the team is lacking. Conversely, if it focuses only on the group, "social loafing" may occur where some members coast on the efforts of others. To improve effectiveness and collaboration, the organization should implement a system that emphasizes rewards for individual contributions as well as for selfless contributions. This means that while members are recognized for their technical proficiency, they are also evaluated and rewarded for being "good team players"—sharing information, helping colleagues, and resolving conflicts. Rewarding "selfless contributions" directly addresses the concern that members need to be more collaborative. This dual-focus approach ensures that individuals are motivated to perform their specific tasks at a high level while simultaneously being incentivized to support the team's overall synergy.

NEW QUESTION # 27

Which characteristic describes an advantage of a virtual team as compared with other types of teams?

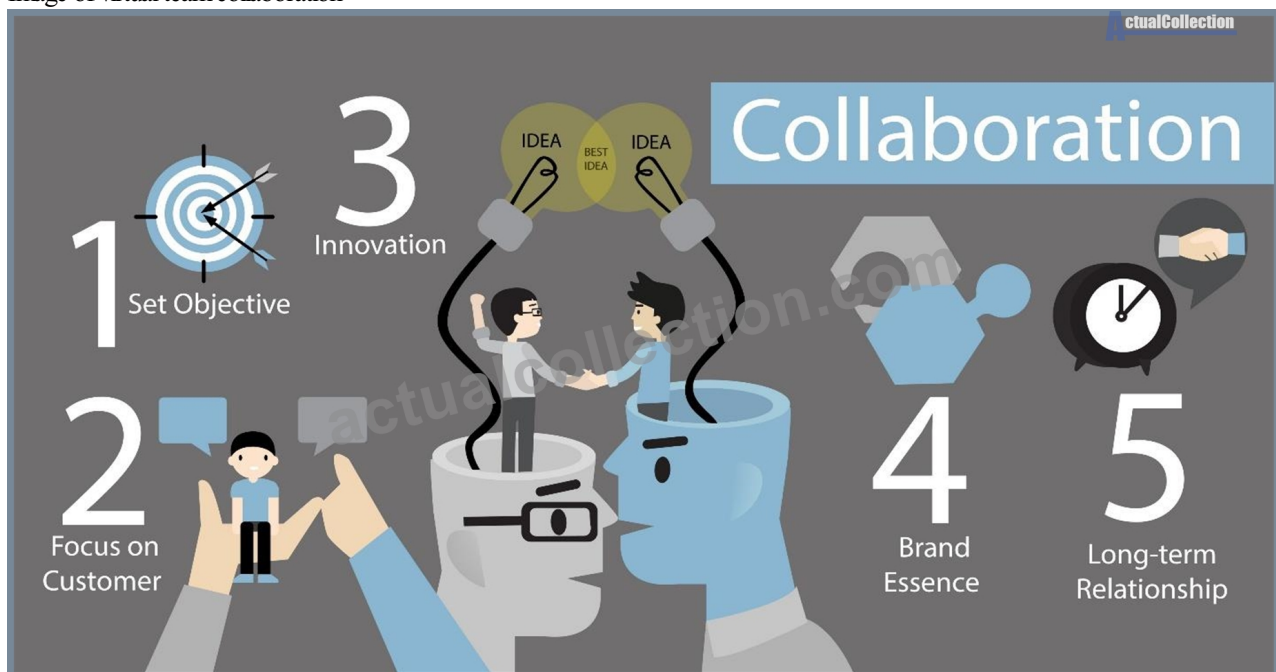
- A. Virtual team members generally report greater satisfaction with the group interaction process.
- B. The greater opportunity for interaction helps increase rapport.
- **C. People can work together who might otherwise not be able to collaborate on a work task.**
- D. Verbal and nonverbal communication cues are easier to understand within a virtual team.

Answer: C

Explanation:

Virtual teams use computer technology to unite physically dispersed members in order to achieve a common goal. The defining advantage of virtual teams is their ability to overcome the constraints of time and space, allowing people to work together who might otherwise not be able to collaborate on a work task. This is particularly beneficial for global organizations that need to pull together the best experts regardless of where they are located in the world.

Image of virtual team collaboration



However, virtual teams face unique challenges compared to face-to-face teams. Because they rely on electronic communication, they often suffer from a lack of nonverbal cues (like body language and tone of voice), which makes communication less rich and more prone to misunderstanding. Consequently, virtual teams often report lower levels of satisfaction with the interaction process and may take longer to build trust and rapport (refuting options B and D). To be effective, managers of virtual teams must ensure that the team has the right technology, that progress is closely monitored, and that efforts are made to create "social presence" through occasional video calls or face-to-face meetings to build the trust that forms more naturally in traditional office settings. Despite these hurdles, the strategic benefit of accessing diverse talent from across the globe makes the virtual team an essential tool in the modern organizational landscape.

NEW QUESTION # 28

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