Attitudes, Emotions, Moods & Stress Chapter 10

Tuesday May 3, 2016

Attitudes

• Attitudes

- Individuals with a positive outlook on situations are predisposed to having positive outcomes
- Individuals attitudes can be tied to cognition, affect and behaviour
 - Cognition
 - Affect
 - Behaviour

Job Satisfaction & Organizational Citizenship

• Job satisfaction refers to the degree to which an individuals feelings are positive or negative about a job.

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- Organizational citizenship is one's willingness to exceed expectations.
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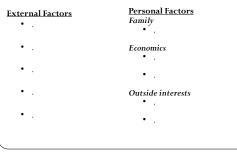
Emotions

- Emotions are strong feelings held by an individuals about a particular situation or topic
 - Towards something or someone
- Four competencies that assist in dealing with emotions are:
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- Moods
- The nature of our feelings; positive or negative states of mind.
- Mood contagions refer to situations where our mood, positive or negative, effects others.

Stress

• Stress is caused by many factors, known as *stressors*.





Types of Stress

• Constructive Stress

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• Deconstructive Stress

- Impairs individual performance
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What Can Be Done To Reduce Stress?
There are many different causes of stress and many strategies to reduce it:

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What Can Employers Do to Minimize Stress?
Employers can follow these strategies to help minimize stress:
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2
3
4
5

Homework

- Page 336
 - All Knowledge and Understanding (#1-14)
 - Communication #28
 - Application # 34, 35, 36, 37
 - Read all of Chapter 11 for tomorrow