

## Attitudes, Emotions, Moods & Stress Chapter 10

Tuesday May 3, 2016

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### Attitudes

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

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### 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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  - .
  - .

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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.

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## Stress

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

### External Factors

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### Personal Factors

#### *Family*

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#### *Economics*

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#### *Outside interests*

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### 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:

1. .

2. .

3. .

4. .

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### What Can Employers Do to Minimize Stress?

Employers can follow these strategies to help minimize stress:

1. .

2. .

3. .

4. .

5. .

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## Homework

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

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