Organisations and Behaviour

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Lesson 3

ORGANISATIONS AND BEHAVIOUR

LO I: Understand the relationship between organisational structure and culture

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The Basic Syllabus

- - Understand the relationship between organisational structure and culture

- - Understand different approached to management and leadership

- Understand ways of using motivational theories in organisations

- -Understand mechanisms for developing effective teamwork in organisations

LEARNING OBJECTIVES

- At the end of the class, students should be able to:

- Compare and contrast different organisational structures and culture

OVERVIEW

- Personality differences in the workplace can have a tremendous impact on productivity and performance when not managed properly. Individual workers are also affected when personality conflicts are allowed to progress unchecked. When in regular conflict with others, workers tend to experience increased stress levels, anxiety and even depression. Workers may also experience a decrease in job satisfaction, which leads to a lack of engagement with their jobs and the organization. Long-term personality differences in the workplace may negatively impact the organizational culture as well.

SELF AND SELF IMAGE

- Your self-image is the way you see yourself in your mind. These are the internal pictures, sounds and feelings of ourselves that we recognise as 'us'. Self-image may be how you see yourself physically, or your opinion of who and what you are (which is normally called self-concept). It is important as it affects your self-esteem and confidence. Self-image is really powerful because your behaviour will almost never swerve away from this internal picture. Your mind behaves consistently with the kind of person that you think you are.

- Many people are not aware of their own self-image until they really look! We are usually preoccupied with the images that bombard us in the media every day and of the people around us, rarely taking time to examine our own.

Self-image includes:

- - What you think you look like
- - How you see your personality
- - What kind of person you think you are
- - What you believe others think of you
- - How much you like yourself or think others like you
- - The status you feel you have
- - How you think you should dress and behave according to your age

How do you see yourself?

How do you see yourself?

- Everything that happens to you is a reflection of what you believe about yourself. We cannot outperform our level of self-esteem. We cannot draw to ourselves more than we think we are worth."
- — Iyanla Vanzant

PERSONALITY AND WORK BEHAVIOUR

- Personality affects all aspects of a person's performance, even how he reacts to situations on the job. Not every personality is suited for every job position, so it's important to recognize personality traits and pair employees with the duties that fit their personalities the best. This can lead to increased productivity and job satisfaction, helping your business function more efficiently.

PERSONALITY AND WORK BEHAVIOUR

- People with outgoing personalities often work best in positions where they get to interact with others. These people can provide friendly and helpful customer service, and they can boost the attitudes of other workers by being upbeat and happy. However, outgoing people might not flourish in positions that keep them behind closed doors, separated from others. This might include an information technology position that keeps them behind a computer all day or an accounts payable job that doesn't require much interaction with vendors or other staff members. Those jobs might be a better fit for people with more introverted personalities.

PERSONALITY AND WORK BEHAVIOUR

- A strong work ethic develops in employees who make their jobs a high priority. Some employees might perform adequately, but without fervor or any indication they are at work for more than a paycheck. Their work is likely mediocre and often turned in barely on time or late. Other employees might work late to get projects done early and take the initiative to suggest new projects or more efficient production methods. People with a weak work ethic often require more management and oversight to keep them focused on their work, while people with a strong work ethic typically work well with minimum oversight.

CONFLICT

- The word "conflict," usually conjures up negative associations, such as arguments, hatred, anger, hurt feelings, distrust and more. But what is conflict and how does it impact worker performance?

- Stephen Robbins, author of Organizational Behavior, defines conflict as, "A process that begins when one party perceives that another party has negatively affected or is about to negatively affect something the first party cares about."

- I define conflict simply as tension. Shakespeare once wrote that, "Nothing is good or bad, but thinking makes it so." Applied to tension, this means that conflict in itself is neither good nor bad. But when we add our own experiences to conflict or tension, we give it a positive or negative value. People who are afraid of conflict likely have had a negative experience with it; they may have been put down by someone, yelled at, insulted, condescended to or embarrassed.

CONFLICT

- People often respond to conflict in at least three ways:

- They shy away from situations that even hint of conflict. They are reluctant to get involved in conversations that may be challenging, heated or potentially negative.
- They try to overcome their fear or reluctance by overcompensating. They react in a way that is often too loud, offensive or demeaning.
- They realize that not all conflict situations are negative, and they enter into the communication with an open mind, eager for an interaction

FURTHER READING

- Personality Differences in the Workplace
- By Amanda L. Webster
- What Is Self Image and Self Esteem? By Lynne Saint
- How Personality Affects Work Behavior
- by Shala Munroe
- Conflict in the Workplace - Dr. David G. Javitch