

Stereotyping in Workplace

The process of assigning traits to employees based on their membership in a social category

Mcshane, S. and Travaglione, T.(2008)

Stereotyping in Workplace(Ctn)

Assigning people to one or more social categories based on easily observable information.

For example, women are not suitable for flying

Improving Perception

- Improving Perceptions through Empathy:

Empathy- understanding and sensitivity to others' feelings, thoughts, and situation

Learning in Organizations

Learning

- A relatively permanent change in behaviour that occurs as a result of a person's interaction with the environment.

Learning in Organization(Continued)

Learning Explicit and Tacit Knowledge:

Explicit Knowledge: is organised and can be communicated from
one person to another

For example: Learning at school

Tacit Knowledge:

- Knowledge embedded in our actions and ways of thinking
(can be acquired only through actions and experiences)

Learning in Organization(Continued)

For example,

People know how to do but they can't tell you

McShane, S. and Travaglione, T.(2008)

Emotional Intelligence

The ability to monitor our own and others' feelings and emotions to differentiate between them and to use it to guide our thinking and Actions.

At the pace of this technology age, emotional intelligence is a key factor for dealing with people in an organization.

Job Satisfaction

A person's evaluation of his or her job and work context.

EVLN Model

Exit: Leaving the organization, transferring to another work unit, or at least trying to make the exit.

Voice: Attempt to change, rather than escape from dissatisfying situation.

Loyalty: patiently waiting

Neglect: less effort and attention to quality, increasing absenteeism and lateness.

Multisource(360-degree) Feedback

Performance feedback receive feedback from a full circle of people, including direct reports, peers, bosses, vendors, customers and partners.

McShane, S. and Travaglione, T. (2008)

Links rewards to performance

Employees who perform well should be rewarded.

Practically, it is not easy to do.

Inconsistencies, subjectivities and bias can occur.

How can improve pay-performance linkage???

The source is- multiple source of information such as
“360-degree feedback”

McShane, S. and Travaglione, T.(2008)

Job Design Practices that motivate

Job rotation

- The practice of moving employees from one task to another.

Job enrichment

- Employees are given more responsibility for scheduling, coordinating, and planning their own work.
- It can create more job satisfaction and work motivation.

McShane, S. and Travaglione, T.(2008)