

Advanced Organizational Management – Chapter 4 Answers

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| 1. Affective domain | 9. Evaluation | 17. Orientation |
| 2. Assessment | 10. Feedback | 18. Overlearning |
| 3. Classical conditioning | 11. Learning | 19. Psychomotor domain |
| 4. Coaching | 12. Learning curve | 20. Reinforcement |
| 5. Cognitive domain | 13. Massed practice | 21. Social learning |
| 6. Cognitive learning | 14. Mentoring | 22. Training |
| 7. Development | 15. On-the-job training | |
| 8. Distributed practice | 16. Operant conditioning | |

- 4 _____ A trainer serves as coach in one-on-one situations with an employee being trained.
- 14 _____ An experienced member of an organization coaches, guides and counsels newer members.
- 11 _____ Any relatively permanent change in behavior that occurs as a result of practice and experience.
- 2 _____ Collection of data and relevant information about a particular program.
- 9 _____ Combination of assessment with a judgment about the effectiveness of a program.
- 1 _____ Dimension in which learning is indicated by emotions, feelings or expressions.
- 5 _____ Dimension or domain in which the thinking and knowledge skills most associated with the learning process occur.
- 6 _____ Focuses on examining how people pursue desired goals, interpret work tasks as opportunities to satisfy desires and reduce perceived inequities.
- 10 _____ Information about how a learner is performing; necessary for both learning and motivation.
- 17 _____ Initial introduction of a new or transferred employee to work itself, the organization and its rules, other members of the organization and the organization's goals.
- 13 _____ Learner attempts to learn everything in one session; cramming
- 8 _____ Learning episodes are spread across several practice sessions.
- 19 _____ Learning is expressed by the actual performance of specific acts and the capability of operating equipment and technology by moving and manipulating various levers and devices.
- 7 _____ Planned organizational activities that involve individual employees, teams or the entire organization in expending their capacities to meet future opportunities and challenges.
- 20 _____ Providing incentive when the learner has attained a specified level of performance. Continuous and intermittent.
- 18 _____ Repeated practice even after the task has been mastered.
- 12 _____ The course of learning that most people tend to follow.
- 22 _____ The process of providing the opportunity for individuals to acquire knowledge, skills and attitudes required in their present jobs.

- 15 _____ The use of actual work site as the setting for instructing workers while also engaging in productive work.
- 16 _____ Theory that holds that behavior results from its consequences; law of effect.
- 21 _____ Theory that people can learn by observation and direct experience.
- 3 _____ Theory that refers to the learning that has occurred when a living organism responds to a stimulus that would normally not produce such a response.