

## Advanced Organizational Management – Chapter 4 Key Words

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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 |                        |

- \_\_\_\_\_ A trainer serves as coach in one-on-one situations with an employee being trained.
- \_\_\_\_\_ An experienced member of an organization coaches, guides and counsels newer members.
- \_\_\_\_\_ Any relatively permanent change in behavior that occurs as a result of practice and experience.
- \_\_\_\_\_ Collection of data and relevant information about a particular program.
- \_\_\_\_\_ Combination of assessment with a judgment about the effectiveness of a program.
- \_\_\_\_\_ Dimension in which learning is indicated by emotions, feelings or expressions.
- \_\_\_\_\_ Dimension or domain in which the thinking and knowledge skills most associated with the learning process occur.
- \_\_\_\_\_ Focuses on examining how people pursue desired goals, interpret work tasks as opportunities to satisfy desires and reduce perceived inequities.
- \_\_\_\_\_ Information about how a learner is performing; necessary for both learning and motivation.
- \_\_\_\_\_ 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.
- \_\_\_\_\_ Learner attempts to learn everything in one session; cramming
- \_\_\_\_\_ Learning episodes are spread across several practice sessions.
- \_\_\_\_\_ 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.
- \_\_\_\_\_ Planned organizational activities that involve individual employees, teams or the entire organization in expending their capacities to meet future opportunities and challenges.
- \_\_\_\_\_ Providing incentive when the learner has attained a specified level of performance. Continuous and intermittent.
- \_\_\_\_\_ Repeated practice even after the task has been mastered.
- \_\_\_\_\_ The course of learning that most people tend to follow.
- \_\_\_\_\_ The process of providing the opportunity for individuals to acquire knowledge, skills and attitudes required in their present jobs.

- \_\_\_\_\_ The use of actual work site as the setting for instructing workers while also engaging in productive work.
- \_\_\_\_\_ Theory that holds that behavior results from its consequences; law of effect.
- \_\_\_\_\_ Theory that people can learn by observation and direct experience.
- \_\_\_\_\_ 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.