

Question set 10

Why do we want to maintain good workplace relationships?

- We want to increase employment fluctuation
- We want employees to be healthy
- We want employees to make less errors

Appreciating a team-member for an achievement:

- Shall be done privately
- Is not important, they receive salary
- Has positive impact on work performance

Choose what is true about narcissistic equilibrium:

- It is maintained by experiencing positive emotions
- It is only possessed by people with narcissistic personality
- Long-term negative disbalance leads to narcissistic personality

Choose what is true about “Feedback sandwich” model?

- It is a method when person is being criticized by two evaluators simultaneously
- It is used to criticize someone while trying to not damage his narcissistic equilibrium
- We start with critique, then show some appreciation, and finish-up with resumé of the unwanted behavior

When sanctions for unwanted behavior of a team-member need to be introduced, what shall we ensure?

- Sanctions doesn't need to be realistic; they need to be intimidating
- Sanction shall be commensurate to the input
- Once introduced, sanctions shall be applied if unwanted behavior repeats

Interpersonal conflicts:

- Are often caused by a single party
- May escalate if overlooked
- Are best solved by clearly identifying who is right and who is wrong

From the conflict-solving strategies we discussed, which is a “non-zero sum” approach?

- Integrative
- Passive
- Focused on individual

Mobbing includes:

- Expressions of open hostility
- Sabotaging cooperation
- Spiteful behavior

Bossing includes:

- Assigning tasks that are too simple or too hard for an employee
- Frequent constructive criticism
- Frequent non-constructive criticism