# Index

Α

Attributes of a Leader

**Active Listening** 

Aims and Role of PM Systems

Attitude similarity and attraction

A healthy behavior demonstrates basic critical thinking and decision making.

В

Being a Leader

Become familiar with the symptoms of

stress

Balancing act

C

Communication in organizations

**Conflict Management** 

Communication in organizations

Communication Roles in Organizations

**Communication Networks** 

Conflict Management & Resolution Skills

Characteristics of a team

Communication & Conflict

Consequences of Conflict

**Conflict Styles** 

Conflict process

Conflict episodes

Characteristics of an Ideal PM System

**Conflict Management** 

Creating the "right" environment

Crisis vs. Time Management

Conversation Style and Relationship Type

D

**Definition of Leadership** 

Dimensions of interpersonal relationship

Differences between management skills and

leadership skills

Dysfunctions of Organizational Communication

Disputes and Negotiation

**Defining Conflict** 

Disputes and Negotiation

Definition of Performance Management (PM)

Disadvantages/Dangers of Poorly Implemented

PM Systems

**Definition of Reward Systems** 

Desks, paperwork, telephones

Delegation

E

**Ethical Issues in Communication** 

Every team can be successful

Ethical issues in conflict in organization

Employee assistance program (EAP)

Effective time management

Early Warning Signs of TM Problems...

**Early Attraction Factors** 

Effect of the Body on the Mind

F

Four stages of perception

**Functions of Organizational Communication** 

**Factors Influencing Conflict** 

Freud's theories on Personality Development

## G

Group Dynamics and Team Building

Group dynamics and interaction

General Advice

Goals, Priorities, and Planning

Get organized

General adaptation syndrome

## Н

Healthy mind

**Holistic Communications** 

Healthy relationship

Healthy leader

Human model

Healthy habits: Healthy habits includes the way we communicate and respect ourself, family, friends and others.

Holistic Health and Disease

Healthy body

Healthy relationship

Having a healthy mind and healthy body goes hand and hand.

Health Care

Healthy Behavior

How can we keep conflict cognitive

#### I

Influences of perception

**Interpersonal Relations** 

Interpersonal Effectiveness and

Leadership

**Interpersonal Relations** 

Interpersonal role of a manager

**International Aspects of Communication** 

Integration with Other Human Resources

and Development Activities

Increase Effectiveness

Importance of motivation

Improving Communication Effectiveness in

Organizations

## K

Keep it simple

Kohlbergs (1966) Cognitive – developmental theory (1966)

#### L

Leadership

Listening

Learn methods to determine the level of stress

Learning to develop "on going" performance oriented discussions

#### M

Motivation

Mitigate stress impact so you can enjoy your daily life

Manager's role in developing, mentoring, goal setting, and maintaining high performance standards

Meetings

Managing yourself

Misattributions of Friendly Behavior

Meditation

#### N

Note taking styles

#### 0

Origins of conflict

Organizing and prioritizing the tasks

## P

Personality-Development-system

Perception defined

Pitfalls to accurate perception

Personality-Development-system

PDS- Training guide

Power of active listening

Performance Appraisal

## P

Performance management v. Performance appraisal

Performance Management and Appraisal System (PMAS)

Procrastination

Problem to tension cycle

Preparing for planning stage

## R

Role of communication in IPR

Review rating criteria and rating perils

Review rating criteria and rating perils

Role of Emotion and Affiliation

## S

Stress Management

Self assessment

Sources of job stress

Stress process and response to stress

Synergistic – consensus decision making

Scheduling Yourself

Steps to good time management

Self management

SWOT analysis

Social learning

Situationalism

Self-Presentation through Ingratiation

Social Support, Intimacy & Love

Spirituality/Faith

Stages of team/group development

## T

Time Management

The Basic Communication Process

Types of Communication

Technology and communication

Take control so you can avoid stressful situations,

Types of stress

Types of teams

Team

Team effectiveness

Team cohesiveness

Teamwork and team building

 $Training \ guidelines \ for \ developing \ effective \ self$ 

managing teams

The ability to deal with the stress

Types of conflict

Theories of group formation

The Performance Management Contribution

TO DO Lists

Technology

Time management strategies

Theories of motivation

Theories of adolescent development

The life cycle of a relationship

Thought Frequency as Pie Charts

Theories of relationship

The Effect of Prayer on Health

The coping mechanisms for alleviating stress

#### IJ

Understand the causes of stress

#### W

Warning Notice of Substandard Performance (WNSP)