Final Exam
Revised Key Topics List

CHAPTER 6

Major Topic
Job Characteristics Model (134-136)
   Includes Figure 6.6

Minor Topics
Job Design Alternatives (131-134)
   Includes Figure 6.5
Alternative Work Schedules (136-139)

CHAPTER 7

Minor Topics
Team Effectiveness (152-155)

CHAPTER 8

Major Topic
Roles and Role Dynamics (175-176)

Minor Topics
Communication Networks (183-184)
   Includes Figure 8.5
Ways Teams Make Decisions (185-187)

CHAPTER 10

Major Topics
Levels of Conflict in Organizations (220-222)
Direct Conflict Management Strategies (228-230)
   Includes Figure 10.4

Minor Topics
Conflict Management (224-225)
   Includes Figure 10.2
CHAPTER 12

Major Topic
Sources of Power and Influence (268-271)

CHAPTER 13

Major Topics
Fiedler’s Leadership Contingency View (296-299)
   Includes Figure 13.2
Hersey and Blanchard Situational Leadership Model (301-304)
   Includes Figure 13.4

Minor Topic
Substitutes for Leadership (304-305)
   Includes Figure 13.5