

Lecture-9

Questions

1. What is Emotional Intelligence? What is the relevance of Emotional Intelligence in OB?
2. What is attitude? How it related to *cognition, affect and behavior*?
3. What is cognitive dissonance? Discuss with example cognitive dissonance as an attitude change technique.
4. What are the major job attitudes? Discuss with example how attitude is related to job satisfaction.
5. Think of an important attitude you have regarding a career. Identify the three components of that attitude and indicates what each outcome response would be.
6. What are personal values and Organizational Values? Discuss with example the importance of values in the workplace.