IMPORTANT TERMINOLOGY | Pt 1 | Ch 2

Brainstorming	The generation of many ideas from among team members
Characteristics of Effective Groups	Common goals; Role perception; Longevity; Size, Status, Group norms, Leadership
Consensus	The collective opinion of a group. The informal rule is that all team members can live with at least 70% of what is agreed upon
Cross functional team	Brings together employees of different departments to solve a variety of problems
Directive Behavior	Leaders who use directive behavior give detailed rules and instructors and closely monitor the implications. This is also often known as micro-managing. The leader decides what needs to be done.
Four Stages of team development	Forming, Storming, Norming, Performing
Interpersonal intelligence	The ability to read, empathize, and understand others. This is a critical skill set for effective business communications.
Johari Window	A depiction of the 4 known areas (windows) of personal development: (1) Known to self: Free or open area; (2) Not known to self: Blind area; (3) Known to others: Hidden area; (4) Not known to others: Unknown area.
Metacommunication	A message that, while not expressed in words, accompanies a message that is in words (ex: "your solution is right on target" communicates acceptance of an idea or action, but the message also implies that you do good work).
Nonverbal communication	Communication without words, such as nodding, winking, gesturing, voice inflection, smiling, frowning, etc. Nonverbal messages are extremely important; more than 90% of the total meaning of a message is nonverbal.
Norm	A standard or average behavior
Stroke	An emotional communication interaction that can have a positive or negative effect on your feelings about yourself and others. Examples: pat on the back from the supervisor (positive); congratulatory text (positive); being avoided (negative); receiving a reprimand (negative)
Supportive behavior	The leaders listens, communicates, recognizes, and encourages the employees. An appropriate balance of directive and supportive behavior is usually best.
Theory X	Older, traditional view of worker behavior: Workers are only concerned about satisfying lower level needs. Under this theory, leadership exerted strong control over workers and were not concerned about them as individuals. Only concern for a job and the paycheck were considered important for worker motivation.
Theory Y	More modern view of management theory: Productivity can be enhanced if the worker is viewed as valuable and they are assisted in satisfying higher-level needs, such as satisfaction, respect, individual freedom, and treated as adults.
TQM	Total Quality Management. An environment that distributes solutions from those closest to the problem, from the president down to all levels. The intention is for everyone to take equal pride and responsibility for the success of an organization.