



BUSINESS MANAGEMENT
 LAP 14.1—Chapter 14.1
 Understanding Work Groups
 How Groups Behave

Name _____
 Period _____
 Date Started _____
 Date Completed _____

DoDEA Standards

- ◆PT1i Apply trouble shooting techniques and processes.
- ◆PT3c Incorporate appropriate leadership and supervision techniques, customer-service strategies, and standards of personal ethics to communicate effectively.
- ◆PT4b Evaluate information critically and completely.
- ◆PT4c Use information accurately and creatively.

Objectives

- ◆ Explain the difference between formal and informal work groups.
- ◆ Discuss group norms, group cohesiveness, and group conformity.
- ◆ Understand why individuals conform to group norms.
- ◆ Recognize the importance of work groups to an organization.
- ◆ Suggest ways to build effective work groups.

Resource

Text: Business Management
 Student Workbook and materials for above
 Chapter 14, Understanding Work Groups (14.1—How Groups Behave)

Time Frame

3 hours

Introduction

In Chapter 14, Part 14.1, you will learn the difference between formal and informal work groups, why employees join informal work groups, the factors that influence how groups behave, and the meaning of “groupthink.”

Assignments

Where appropriate and possible, written answers must be in complete sentences and keyed. Turn in completed activities as directed by instructor.

_____ Text: Read p. 321, Management Talk, and the workplace connections section and complete the questions for Analyzing Management Skills and Applying Management Skills on a separate sheet of paper.

_____ Text: Read Section 14.1, pages 322-329, How Groups Behave. Remember to key answers to the BusinessWeek Management Model critical thinking and decision making on page 328.

_____ Text: Management Careers in Focus (Labor Relations Manager), p. 325. Read and key answers to critical thinking questions.

_____ Text: p. 329, Section 14.1 Assessment: Key answers to critical thinking questions and case analysis.

_____ Workbook, pages 206-210: Skill Building Activities 1, 2, and 3 : Reading, Math and Writing Skills. Key answers on your Chapter 14 Word Answer Document.