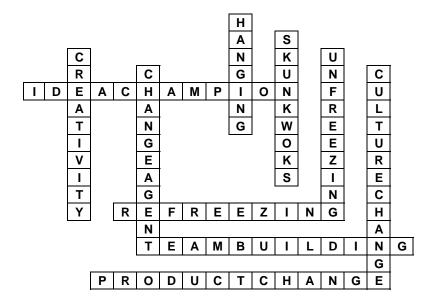
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Chapter 11

- 1. The generation of novel ideas that might meet perceived needs or offer opportunities for the organization. (10)
- 2. A person who sees the need for and champions productive change within the organization. (4,8)
- 3. A separate small, informal, highly autonomous and often secretive group that focuses on breakthrough ideas for the business. (10)
- 4. The stage of organization development in which participants are made aware of problems to increase their willingness to change their behaviour. (10)
- 5. The intervention stage of organization development in which individuals experiment with new workplace behaviour. (8)
- 6. The reinforcement stage of organization development in which individuals acquire a desired new kill or attitude and are rewarded for it by the organization. (10)
- 7. An OD specialist who contracts with an organization to facilitate change. (6,5)
- 8. A type of OD intervention that enhances the cohesiveness of departments by helping members learn to function as a team. (4,8)
- 9. A major shift in the norms, values, attitudes and mindset of the entire organization. (7,6)
- 10. A change in the organization's product or service outputs. (7,6)