



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 skill 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)