

# Business Psychology for Managers

## Course learning outcomes

**Knowledge – At the end of the module/unit the learner will have been exposed to the following:**

- a) Describe common motivational theories, including Maslow's hierarchy of needs, Alderfer's theory of needs, McClelland theory, expectancy theory, justice and equity theory, goal setting theory, and job redesign.
- b) Identify core concepts of stress such as, the Yerkes-Dodson law, dynamics of work stress, the job-demands resources model, stress management, and the effects of work on both the individual and the organisation.
- c) Describe physical and cognitive ergonomics.
- d) List common types of skill based work errors, knowledge based work errors, and rule based errors.
- e) Define error management.
- f) Be aware of common methods of changing attitudes at work, including communicator credibility, communicator attractiveness, one-sided versus two-sided arguments, use of fear, social pressure, and events before the persuasive message.

**Skills – At the end of the module/unit the learner will have mastered the following skills:**

***Applying knowledge and understanding - The learner will be able to:***

- a) Use knowledge of motivation theories to increase employee productivity.
- b) Apply stress management interventions to the workplace.
- c) Design a solid error management system for ones workplace.



***Communication skills - The learner will be able to:***

- a) Illustrate the methods of improving employee engagement at work.
- b) Explain the effect of employee motivation of work performance - by using motivational theories.

***Judgmental skills - The learner will be able to:***

- a) Examine the impact of the work environment on an individual's well-being at work (that part of an employee's overall well-being that they perceive to be determined primarily by work and can be influenced by workplace interventions), whilst examining how this relationship effects an individual's work performance.
- b) Identify work environment causes of errors at work.
- c) Critically evaluate the impact of job and work design on human behaviour at work.

***Learning skills - The learner will be able to:***

- a) Gain the required knowledge of the different motivation techniques that can be utilised to motivate employees.
- b) Learn to identify stressful work situations that may have an impact on an individual's work performance and well-being.

**Competences – At the end of the module/unit the learner will have acquired the responsibility and autonomy to:**

- a) To design a plan, using the various motivation theories and techniques, that seeks to cater to each employee's motivation needs, and thus motivate employees successfully.
- b) Understand and be aware of personal motivators and use these to motivate oneself at work.
- c) To create a system where workplace errors are identified, recognised, and prevented, with the aim of reducing major errors at work.
- d) Create a positive work environment where employees are satisfied and productive.