

MILESTONE

*Providing Stepping Stones
Along the Path to Success*



A WOMAN-OWNED
SMALL BUSINESS

WHAT MAKES YOUR
ORGANIZATION
TICK?

Organizational behavior is the study of organizational culture, values, and theory that impacts performance. It includes every area of management theory, as well as group and individual orientations. It is important to understand how employees behave in order to increase productivity throughout the organization. One way to do this is to look at how a person's personality affects how he or she relates to others.

Employee Types

There are four pairs of opposing attitudes from which an employee will develop a preference. Due to this preference, a person will use these attitudes more often and more naturally because they are more accessible and comfortable. Our preferences come more easily, it does not mean that we cannot use and develop our other attitudes when the situation demands. What it does mean, however, is that it will take more energy and concentration to use them, and we will not have as much dexterity and skill when we do.

Extraversion - Introversion

This personality type defines the source and direction of energy expression of an individual. The Extravert has a source and direction of energy expression in the external world while an Introvert has a source of energy in the internal world.

Sensing - Intuition

This personality type defines the method of information perception of an individual. Sensing means that a person believes information he or she receives directly from the external world. Intuition means that a person believes information he or she receives from the internal or imaginative world.

Thinking - Feeling

This personality type defines how a person processes information. Thinking means that a person makes a decision through logic. Feeling means that, as a rule, a person makes a decision based on emotion.

Judging - Perceiving

This personality type defines how a person implements the information he or she has processed. Judging means that a person organizes all of the events in his or her life and acts strictly according to his or her plans. Perceiving means that he or she is inclined to improvise and seek alternatives.

16 Possible Types

Each personality type has a name (or a formula) according to the first letters in the combination of criteria (except Intuition where the second letter "N" is used since Introversion also starts with "I"). For example: A person might be ISTJ: Introvert Sensing Thinking Judging, where he or she is an introvert that makes decisions logically with information received from others and then creates a plan to follow using that information.

Knowing the personalities of its employees will help an organization determine the best way to create a positive work environment for them which will lead to increased productivity and job satisfaction.

Join Dr. Mathis on Tuesday, May 10 for our free *PMBOK® 7th Edition Overview* webinar. If you cannot attend, a replay link will be sent out after the webinar. To register, go to **www.themathisgroup.com/webinars**.

UPCOMING FREE WEBINAR

PMBOK® 7TH EDITION
OVERVIEW

TUESDAY,
MAY 10

10:00 - 11:00 AM CST

1 PDU

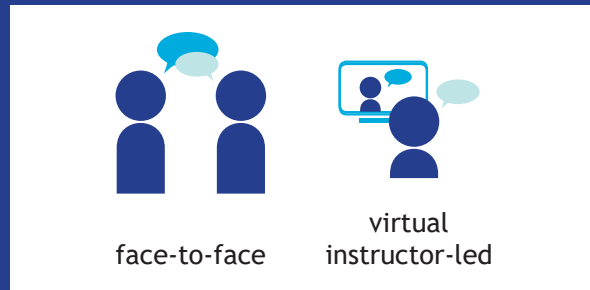
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SATISFIED CLIENT
OF THIS COURSE

Covidien

WHAT MAKES YOUR ORGANIZATION TICK - 2 DAY UNDERSTANDING BEHAVIOR IN ORGANIZATIONS



Course Description: This two-day course will focus on ways executives can analyze, develop, motivate, and lead their specific section in a strategic way. This course will examine culture and what impacts and influences it; morale and motivational issues; and conflict and people issues. Participants will learn how to successfully diagnose the issues in an organization and develop plans for making changes to move the organization in the direction of success. Participants will analyze ways to make their organizations more effective and efficient.

Course Objectives:

Objective 1: Analyze thoughts with an organizational behavior self-assessment

- Examine personal organizational views in self-assessment
- Analyze the incompetence in the organization
- Construct a clear understanding of organizational behavior and its influences
- Identify different views on running an organization
- Discuss organizational culture and what will be most effective

Objective 2: Examine strengths, weaknesses, and expectations on worker behavior

- Review constraint red flags to watch
- Examine attitudes and their influences
- Create process for modifying attitudes
- Label values of progressive organizations
- Examine supporting values

Objective 3: Define different motivational theories

- Evaluate fundamentals in using rewards
- Examine intrinsic and extrinsic motivation
- Examine tactics for enriching the work environment
- Discuss excuses given about goals
- Identify different levels of power and how to use it

Objective 4: Formulate why people don't make decisions

- Analyze seven questions to help in decision making
- Compare different decision-making strategies

Objective 5: Examine the philosophy in confronting and reducing conflict

- Construct designs for approaching or confronting others
- Examine how conflict ignites and influences

Objective 6: Analyze how to equip others for leadership

- Examine different types of learning
- Compare three levels of organizational learning
- Examine styles of organizational learners
- Apply action plans developed through the course



A WOMAN-OWNED SMALL BUSINESS (WOSB)



Providing quality, customized training and consulting services that inspire, educate, and equip organizations to be better tomorrow than they are today.

DR. KEITH MATHIS, PMP, PMI-ACP, CSM
WANDA MATHIS, M.ED. PMI-ACP

PROJECT MANAGEMENT TRAINING

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The Mathis Group provides training and consulting that will impact the organization and individual while maintaining an outstanding reputation for success and integrity.

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Every person has worth and should be treated with respect.

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- Creating Customer Value
- Supervisory Leadership
- Coaching and Counseling

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