



A WOMAN-OWNED SMALL BUSINESS

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The Messenger

Jan/Feb 2023

A Letter from Keith

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. Everything from race, age, and gender to whether the organization is run by traditional bureaucracy, teams, or a mixture of both is a part of the organization's behavior.

There are three main approaches for studying an organization: the historical view, the experiential view, and the science view. In the historical view, strategies are gleaned from past history and leadership. Organizations use approaches that worked in the past with the expectation that they will work in the future. The experiential view uses strategies gleaned from the experiences of working for one or two organizations for a long period of time. This approach is based on what one has experienced over time and can have past baggage. Finally, the science view examines organizational structure, processes, performance, and behavior. This approach uses data collection and analysis to purposely drive the organization in a new direction.



What Makes Your Organization Tick?

The values of an organization will determine the way that it is run. According to Steven Robbins, there are seven levels of values:

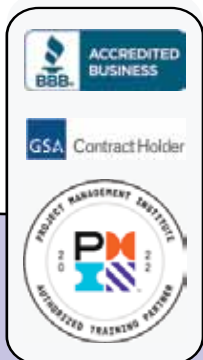
Level #1 - Reactive - They react to basic physiological needs. Most descriptive of newborn babies.

Level #2 - Tribalistic - They have high dependence on tradition and power from authority figures.

Level #3 - Egocentric - They believe in rugged individualism. They are aggressive, selfish, and respond primarily to power.

Level #4 - Conforming - They have low tolerance for ambiguity and have difficulty accepting people whose values differ from their own.

Level #5 - Manipulative - They strive to achieve their goals by manipulating things and



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What Makes Your Organization Tick? continued

people. They are very materialistic and actively seek higher status and recognition.

Level #6 - Sociocentric - They consider it more important to be liked and to get along with others than to get ahead. They are repulsed by materialism, manipulation, and conformity.

Level #7 - Existential - They have a high tolerance for ambiguity and people with differing values. They are outspoken against inflexible systems, restrictive policies, status symbols, and arbitrary use of authority.

(Robbins, Stephen, Essentials of Organization Behavior, 1992, pp. 25-26)

Knowing which level of values your organization falls under will help you decide how to approach a given situation. If your boss falls under level #4, he or she will struggle taking suggestions that are different than what has been done in the past. It will take time, and several conversations, to change the way they operate.

Communication is another essential element in understanding your organization. Surprisingly enough, what we say is the least effective part of communication. According to Stephen Haines, how we say something is more important than our actual words. Words only make up 7% of what is being delivered. Our vocal tone makes up 38% and our body language is 55% of what is being communicated. For example, if you are giving an employee praise over a project, but are doing so with a sarcastic tone, have your arms crossed, and without eye contact, the employee will feel that you are not being sincere. No matter what you say to that person, he or she will go away from the conversation with a negative impression. If your organization is terrible about communication, it is impossible to have any type of cohesiveness throughout various departments.

Communication does not simply involve relaying a message - receiving the message is just as important. Become an active listener by making eye contact, giving body language that reinforces your interest, discourage distractions, analyze what is said and ask questions, rephrase for clarity, don't interrupt the speaker in a thought, and don't dominate with your own ideas.

In the coming Messengers, we will look at how motivation, power, decision making, conflict, and types of learning are important factors to comprehend to have a thorough understanding of your organization.

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2023 BOOT CAMP DATES

| | |
|---------------|--------------------|
| April 25-28 | Live, Virtual PMP® |
| June 21-24 | Live, Virtual PMP® |
| Aug 29-Sept 1 | Live, Virtual PMP® |
| October 24-27 | Live, Virtual PMP® |
| December 5-8 | Live, Virtual PMP® |

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YOU PASS OR WE PAY

Truth

Take my instruction instead of silver, and knowledge rather than choice gold, for wisdom is better than jewels, and all that you may desire cannot compare with her.
Proverbs 8:10-11

Our real values are expressed in our actions, in what we do and how we do it.
Robert Rabbin

STUDENT Spotlight

We want to recognize students who have successfully passed the PMP® Exam.

What is your favorite food?

Living on the gulf coast it has to be seafood

What is your favorite movie?

Batman (all of them except the George Clooney one...)

What are your favorite hobbies?

I enjoy pretty much anything outdoors such as fishing, boating and hunting. Most importantly, spending as much time as possible with our 1.5 year old daughter!

Congratulations, Colby Rogers!

What was the most challenging thing about the Boot Camp?

Learning how to read a question and understand that there are multiple “right” answers to choose from, but you have to analyze it in depth to select the “best” answer. I have never taken an exam with that format so it was a challenging learning curve.

How do you think the PMP® Certification will help your career?

I believe having a globally recognized certification will tremendously help in future career advancement and by supporting my current role with managing projects more efficiently and effectively.

What was the best thing about the PMP® Exam Prep Boot Camp?

Comprehensive and engaging. Dr. Mathis did a great job of keeping us on pace and including real world examples. He gave us the tools needed to be successful on the PMP® Exam.

Please write a recommendation about our class.

I highly recommend attending Dr. Mathis’ PMP Boot Camp as he was a very knowledgeable trainer and kept the class engaged throughout the 4 days class. With such a high volume of information, he broke it down into manageable sections. After the boot camp, The Mathis Group was prompt and responsive to support any questions about the exam process.

Fun in the Snow

IF SNOW IS FALLING WHERE YOU LIVE, HERE ARE SOME FUN IDEAS BEYOND SLEDDING AND BUILDING A SNOWMAN:

- **TIE DYE THE SNOW.**
- **MAKE A SNOW VOLCANO.**
- **MAKE A ROAD AND PLAY WITH TRUCKS.**
- **BLOW FROZEN BUBBLES.**
- **CREATE COLORFUL ICICLES.**
- **MAKE ICE LANTERNS.**
- **SNOWBALL TARGET PRACTICE.**

January is often the time of year when we see the most snow. My kids are in middle and high school now, but they still eagerly await a snow day off school. What fun activities do you do with your family when it snows (or is icy)? Our favorites are playing hockey in our driveway and baseball in the back yard. There was a year that we had to wait for the snow to melt to find our bases!



FREE VIRTUAL PMP® MASTERMIND GROUP: THE ROAD TO PMP® PREPARATION

MAY 1-5
SEPTEMBER 11-15

The Project Management Professional (PMP®) certification is the most sought-after credential in project management, and individuals attempt daily to pass the exam without success. This PMP® Exam Prep Mastermind Group attempts to help those desiring a PMP® gain a better understanding of the process.

This course is not a boot camp to prepare for the exam but is a means to guide those in the early stages of seeking the PMP® certification. We will help individuals focus on pre-learning content, select proper documentation, complete as much of the application as possible, and select an Authorized Training Partner from Project Management Institute (PMI®).

This Mastermind Group goes through the PMP® exam content objectives and allows participants to take mockup PMP® exam questions, vocabulary tests, and receive an Exam Memory Chart to assist them in passing the new 2021 test.

This five-day course requires a commitment of one hour each day from participants. Each participant receives coaching, counseling, and guidance that helps make better decisions when preparing for the PMP® test. All discussions and suggestions will align with the current test and objectives.

For more information and to register, go to
www.projectcoachingexpert.com