**TOPIC 3: LEARNING ORGANIZATION, COMMUNICATION, MOTIVATION AND TEAMWORK**

**SELF-CHECK**

* Based on the video attached, discuss the functions of communication in the workplace.
* What is the impact of poor communication in the workplace?
* Discuss communication process together with example.
* How to improve communication process?
* Are there any other elements that you may want to add in the communication process?
* Discuss three directions of communication.
* What are the disadvantages of upward communication?
* What are the drawbacks of downward communication?
* How to improve lateral communication?
* What is grapevine.
* Discuss the impact of grapevine.
* Discuss communication in Formal Small-Group Networks .
* Which one is the best communication channel? Oral or written?
* What is non-verbal communication?
* List five written communication channel.
* Elaborate on how to choose best communication channel.
* What is persuasive communication?
* How information security embedded in the communication process?
* Elaborate Maslow’s Hierarchy of Need Theory.
* Explain Two-Factor Theory.
* What are criticisms of Two-Factor theory?
* Elaborate McClelland’s Theory of Needs.
* Elaborate self-determination theory.
* Discuss implications of self-determination theory.
* How do you make goal-setting operational in practice?

**SELF CHECK**