

CHAPTER OVERVIEW

4: Learning and Reinforcement



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Learning Outcomes

After reading this chapter, you should be able to answer these questions:

1. How do organizations offer appropriate rewards in a timely fashion?
2. What are the best practices that organizations utilize to train employees in new job skills?
3. How do managers and organizations reduce undesirable employee behavior while reinforcing desirable behavior?
4. How can employees be trained to assume more responsibility for self-improvement and job performance with the goal of creating a work environment characterized by continual self-learning and employee development?

- [4.1: Basic Models of Learning](#)
- [4.2: Reinforcement and Behavioral Change](#)
- [4.3: Behavior Modification in Organizations](#)
- [4.4: Behavioral Self-Management](#)
- [4.5: Glossary](#)
- [4.6: Summary of Learning Objectives](#)
- [4.7: Chapter Review Questions](#)
- [4.8: Managerial Skills Application Exercise](#)
- [4.9: Managerial Decision Exercise](#)
- [4.10: Critical Thinking Case](#)

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