

## CHAPTER OVERVIEW

### 2: Individual and Cultural Differences



**Exhibit 2.1** (Credit: US Army Africa/ flickr/ Attribution 2.0 Generic (CC BY 2.0))

#### Learning Outcomes

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

1. How do managers and organizations appropriately select individuals for particular jobs?
2. How do people with different abilities, skills, and personalities build effective work teams?
3. How do managers and employees deal effectively with individual differences in the workplace?
4. How can organizations foster a work environment that allows employees an opportunity to develop and grow?
5. How do managers know how to get the best from each employee?
6. What is the role of ethical behavior in managerial actions?
7. How do you manage and do business with people from different cultures?

[2.1: Individual and Cultural Factors in Employee Performance](#)

[2.2: Employee Abilities and Skills](#)

[2.3: Personality- An Introduction](#)

[2.4: Personality and Work Behavior](#)

[2.5: Personality and Organization- A Basic Conflict?](#)

[2.6: Personal Values and Ethics](#)

[2.7: Cultural Differences](#)

[2.8: Glossary](#)

[2.9: Summary of Learning Outcomes](#)

[2.10: Management Skills Application Exercises](#)

[2.11: Managerial Decision Exercises](#)

[2.12: Critical Thinking Case](#)

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