

## CHAPTER OVERVIEW

### 9: Group and Intergroup Relations



**Exhibit 9.1** (Credit: Neil McIntosh/ 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 you manage group and intergroup processes effectively?
2. How do group norms, roles, and status systems affect employee behavior and performance?
3. How do managers develop group cohesiveness, which facilitates organizational goal attainment?
4. What are barriers to intergroup cooperation, and how do you take action to minimize such impediments

and understand how to get the most out of the collective actions of groups in organizations in order to enhance industrial competitiveness?

[9.1: Work Groups - Basic Considerations](#)

[9.2: Work Group Structure](#)

[9.3: Managing Effective Work Groups](#)

[9.4: Intergroup Behavior and Performance](#)

[9.5: Glossary](#)

[9.6: Summary of Learning Outcomes](#)

[9.7: Chapter Review Questions](#)

[9.8: Management Skills Application Exercises](#)

[9.9: Managerial Decision Exercises](#)

[9.10: Critical Thinking Case](#)

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