

## CHAPTER OVERVIEW

### 3: Perception and Job Attitudes



**Exhibit 3.1** (Credit: Quinn Dombroski/ flickr/ Attribution-ShareAlike 2.0 Generic (CC BY-SA 2.0))

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

1. How do differences in perception affect employee behavior and performance?
2. How can managers and organizations minimize the negative impact of stereotypes and other barriers to accurate social perception in interpersonal relations?
3. How do people attribute credit and blame for organizational events?
4. How can a work environment characterized by positive work attitudes be created and maintained?
5. How can managers and organizations develop a committed workforce?

[3.1: The Perceptual Process](#)

[3.2: Barriers to Accurate Social Perception](#)

[3.3: Attributions - Interpreting the Causes of Behavior](#)

[3.4: Work-Related Attitudes](#)

[3.5: Glossary](#)

[3.6: Summary of Learning Outcomes](#)

[3.7: Chapter Review Questions](#)

[3.8: Management Skills Application Exercises](#)

[3.9: Managerial Decision Exercises](#)

[3.10: Critical Thinking Case](#)

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