

ГЛОССАРИЙ

N п/п	Новые понятия	Содержание
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1.	Group	Two or more individuals, interacting and interdependent, who have come together to achieve particular objectives.
2.	Formal Group	A designed work group that is neither formally structured nor organizationally determined; appears in response to the need for social contact.
3.	Command Group	A manager and his or her immediate subordinates.
4.	Task Group	Those working together to complete a job task.
5.	Interest Group	Those working together to attain a specific objective with which each is concerned.
6.	Friendship Group	Those brought together because they share one or more common characteristics.
7.	Forming	The first stage in group development, characterized by much uncertainty.
8.	Storming	The second stage in group development, characterized by intragroup conflict.

9.	Norming	The third stage in group development, characterized by close relationships and cohesiveness.
10.	Performing	The fourth stage in group development, when the group is fully functional.
11.	Adjourning	The final stage in group development for temporary groups, characterized by concern with wrapping up activities rather than task performance.
12.	Role	A set of expected behavior patterns attributed to someone occupying a given position in a social unit.
13.	Role Identity	Certain attitudes and behaviors consistent with a role.
14.	Role Perception	An individual's view of how he or she is supposed to act in a given situation.
15.	Role Expectations	How others believe a person should act in a given situation.
16.	Psychological Contract	An unwritten agreement that sets out what management expects from the employee, and vice versa.
17.	Role Conflict	A situation in which an individual is confronted by divergent role expectations.
18.	Norms	Acceptable standards of behavior within a group that are shared by the group's members.
19.	Conformity	Adjusting one's behavior to align with the norms of the group.

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20.	Status	A socially defined position or rank given to groups or group members by others.
21.	Group Demography	The degree to which members of a group share a a common demographic attribute, such as age, sex, race, educational level, or length of service in the organization, and the impact of this attribute on

1	2	3
42.	Group Shift	A change in decision risk between the group's decision and the individual decision that members within the group would make; can be either toward conservation or greater risk.
43.	Interacting Groups	Typical groups, where members interact with each other face-to-face.
44.	Brainstorming	An idea-generation process that specifically encourages any and all alternatives, while withholding any criticism of those alternatives.
45.	Nominal Group Technique	A group decision-making method in which individual members meet face-to-face to pool their judgments in a systematic but independent fashion.
46.	Delphi Technique	A group decision method to which individual members, acting separately, pool their judgments in a systematic and independent fashion.
47.	Subculture	It is used interchangeably with identification groups and their shared self-image.
48.	Reference groups	They act as mediating influences upon a given communication and serve as a focal point for interpreting messages and affect perceptions of issues and events.