

TU-53.1100 Basics of Work Psychology and Leadership, Exam 19.12.2005

Please write the following information on every paper you return:

- Date
- Your name
- Your student number
- Your department/university
- The semester you did the compulsory assignment
- The course you are taking (TU-53.100 or TU-53.1100)

Please answer the following questions in full sentences. **Please keep focused on relevant matters.** You may answer in Finnish, Swedish or English.

1. Positive and negative consequences of a bureaucracy?
2. In what ways can conflicts be seen as necessary and useful in organizations? In what kind of situations should we adopt an avoiding approach to conflicts, and when should we take a collaborative approach?
3. Describe the values of OD (organization development), and assess them critically.
4. What are the main barriers to effective communication, and how can barriers be overcome?

Please fill in the course feedback form. You can find a link to the form on the course web page.