**Al-Farabi Kazakh National University Autumn semester 2020-2021**

Content of Practical Lessons on Discipline **“Psychology of Management”** for 1-st Year Mastership Students of Natural Science Faculties

**Thematic block \*\* I – Theoretical Bases of Psychology of Management**

Practical lesson 1 **Psychology of management as a modern science and practice.** Psychological essence and psychological nature of psychology of management. Management psychology as part of labor psychology. Substantial connections of management psychology with management, management theory, economics, sociology of organizations.

Practical lesson 2 **Stages of development of psychology of management.** Development of management schools and theories. Concepts of a social person and human resources Psychological approach to organization management

Practical lesson 3 **Comparative analysis of social-political and industrial preconditions of development of psychology of management.** The current state of psychology of management, the main problems and areas of research. Principles and methods of management psychology. Main characteristics of management. The concept of a law-trend. The laws of the formation of the subject of management, the laws of organizing activities, the laws of social influence.

Practical lesson 4 **Characteristics of the main diagnostic methods in psychology of management.** Principles and methods of management psychology. The main methods of psychology of management: observation, questionnaire, experiment, conversation, interview, questionnaire, testing, content - analysis, role and business games, analysis of the results of management activities.

**Thematic block \*\* II – Personality in Management System**

Practical lesson 5 **Social state and social role of personality in society and organization.** Personality theories and the possibility of their use in management practice. Socialization, social status and social role of the individual in the organization. Dependence of the effectiveness of professional activity on the individual psychological characteristics of the individual.

Practical lesson 6 **Team-leader as a subject of organization management on the bases of managerial styles research.** Management and leadership. Social-psychological requirements and management skills. Social and psychological foundations of managerial decision making. Social-psychological aspects of organization management. Image of the leader. Classification of management styles. Psychological features of the manager's use of various management styles and their effectiveness.

Practical lesson 7 **Managerial decisions making and realization and their efficiency evaluation.** Typology of management decisions. Types of management decisions: by subject and object of decision-making; by the validity period; by the nature of the tasks being solved; by complexity; by the level of decision making; by repetition rate; by the degree of novelty; by the way of making a decision. Adoption and implementation of effective management decisions. Stages of developing management decisions.

Practical lesson 8 **Working out motivation strategies and methods in a format of case-study.** Forms, types and levels of motivation. Labor motivation management. A system of methods for improving employee motivation and increasing labor productivity. Motivation and self-motivation. Motivational strategies and techniques. Motivational personality profile.

Practical lesson 9 **Technologies of career promotion and evaluation of personality career potential.** Career management technologies. Career self-management. Diagnostics and development of personality career potential. Technologies for career advancement and assessment of the career potential of an individual. Career of a young specialist. Career crises in the early stages of career planning and technologies for overcoming them.

**Thematic block \*\* III – Communicative Processes in the Sphere of Management**

Practical lesson 10 **Communicative barriers in business communication and means of their maintenance (prophylaxis) by mini-cases.** Communicative barriers and the main reasons for their occurrence. Barriers arising from the manager’s fault. The concept of feedback in communication, its role in business communication. Reflective and non-reflective listening. Inter-cultural communication in business communication. Forms of business communication. Business conversation, psychological prerequisites for its success. Psychological requirements for meeting, group discussion and public speaking.

Practical lesson 11 **Mechanisms of inter-personal perception formation in organization and management situations.** Interpersonal perception as identification. Social-psychological reflection. Empathy as understanding of the experiences of another person. Stereotyping as perception through characteristics of social group. The phenomenon of causal attribution. The effects of interpersonal perception. Self-presentation technologies in the organization.

Practical lesson 12 **Cross-cultural management as a factor of productive communication.** Cross-cultural management (G. Hofstede). National and International in Intercultural Management. The factor of cultural affiliation in the situation of international business communication. Culture shock and cultural adaptation. Interaction of languages ​​and cultures in a modern organization. Intercultural business meetings, negotiations, press conferences, meetings: rules for preparation and conduct.

Practical lesson 13 **Means of managing emotional environment of organization.** The concept and structure of "emotional intelligence" The importance of emotional intelligence for various professions and business tasks. Flexible leadership system based on emotional intelligence. Emotional competence of the leader. Possibilities for managing emotions in business interactions. Managing emotions when making decisions.

Practical lesson 14 **Diagnostics of conflicts in managerial activity, strategies and technologies of coping.** Constructive and destructive functions of administrative conflicts. Stages of conflict development. Participants and driving forces of managerial conflicts, their needs, interests and goals. Spatial-temporal boundaries of the conflict. Functions and consequences of the conflict. Technology of managerial conflicts prevention. Technologies of rational behavior in conflict. Behavior in managerial conflicts: strategies of cooperation, rivalry, avoidance, withdrawal, cooperation. Resolution of administrative conflicts as a multi-stage process.

Practical lesson 15 **Predicting of corporative culture prospects on the basis of analysis of its indicators.** Main characteristics and structure of corporative culture. Functions of corporative culture. Power of corporative culture (R. Daft's questionnaire). Types of corporative culture – clan, bureaucratic, market, adhocratic. Indicators of corporative culture and organizational culture identification. Basic elements of corporative culture: values, expectations and basic requirements.

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