

### Individual Differences

**Definition** Variations in personality, perception, abilities, skills, and attitudes among individuals

#### Key Factors

**Personality** Stable characteristics influencing behavior

**Perception** How individuals interpret their environment

**Abilities and Skills** Competencies that affect performance

**Attitudes** Persistent tendencies to feel and behave in certain ways

### Attitudes

**Definition:** Persistent tendency to feel and behave in a favorable or unfavorable way toward a specific person, object, or idea.

**Cognitive:** Beliefs and thoughts

**Affective:** Emotions and feelings

**Behavioral:** Intended actions

### Psychological Capital (PsyCap)

**Definition:** Positive psychological state characterized by Efficacy, Optimism, Hope, and Resilience.

### Myers-Briggs Type Indicator (MBTI)

**Definition:** A personality assessment tool based on Carl Jung's theory, categorizing individuals into 16 personality types

**Extraversion (E) vs. Introversion (I):** Energy direction (external vs. internal)

**Sensing (S) vs. Intuition (N):** Information gathering (concrete vs. abstract)

**Thinking (T) vs. Feeling (F):** Decision-making (logic vs. values)

**Judging (J) vs. Perceiving (P):** Lifestyle (structured vs. flexible)

### Managerial Implications

**Understanding Individual Differences** Tailor roles and support to individual strengths. Foster self-awareness and respect for diversity.

**Building Positive Attitudes** Create a supportive work environment. Recognize and reward achievements.

**Enhancing PsyCap and EI** Provide training and development opportunities. Demonstrate supportive leadership.

### Big Five Personality Model (OCEAN)

**Openness to Experience:** Imaginative, curious, creative

**Conscientiousness:** Organized, dependable, disciplined

**Extraversion:** Outgoing, sociable, energetic

**Agreeableness:** Cooperative, compassionate, trusting

**Neuroticism:** Anxious, moody, emotionally unstable

### Personality Types

**Type A:** Competitive, aggressive, time-conscious

**Type B:** Relaxed, easygoing, non-competitive

**Type C:** Nice, hardworking, perfectionistic

**Type D:** Distressed, negative affect, socially inhibited

### Other Traits

**Locus of Control:** Internal (control over life) vs. External (controlled by external forces)

**Self-Efficacy:** Belief in one's ability to succeed

**Self-Esteem:** Sense of self-worth

**Self-Monitoring:** Adapting behavior to social situations

**Machiavellianism:** Manipulative, pragmatic, self-interested

**Resilience:** Ability to recover from adversity

### Emotional Intelligence (EI)

**Definition:** Ability to appraise, regulate, and use emotions effectively

**Self-Awareness:** Recognizing own emotions

**Self-Management:** Regulating own emotions

**Social Awareness:** Understanding others' emotions

**Relationship Management:** Managing interpersonal relationships

### Key Takeaways

**Individual Differences:** Recognize and appreciate diversity in personality, abilities, and attitudes.

**Personality Traits:** Use models like the Big Five to understand behavior and predict performance.

**Attitudes:** Foster positive workplace attitudes to enhance job satisfaction and commitment.

**PsyCap and EI:** Invest in psychological capital and emotional intelligence to improve well-being and performance.

**Managerial Role:** Support employees through training, recognition, and a positive work environment.