

# Content

1	Personality in the Social World.....	6
1.1	Self-concept.....	6
1.2	Selected theories of personality.....	8
1.3	Temperament.....	15
1.4	Social Perception.....	18
2	Social Influence.....	25
2.1	Social facilitation.....	25
2.2	Social loafing.....	27
2.3	Conformity.....	29
2.4	Obedience.....	34
3	Groups and Teams.....	40
3.1	Group development.....	40
3.2	Groupthink.....	42
3.3	Team roles.....	44
3.4	Leadership.....	47
4	Attitudes.....	49
4.1	The concept of attitudes.....	49
4.2	Attitude change.....	52
4.3	Theory of consonance and dissonance.....	57
4.4	Measuring attitudes.....	60
5	Human Communication.....	69
5.1	Verbal communication.....	69
5.2	Nonverbal communication.....	74
5.3	Social communication and possibilities of its improvement.....	79
5.4	Intercultural communication.....	84
6	Conflicts and Their Resolution.....	90
6.1	Conflict – definition and basic terms.....	90
6.2	The phases of conflict.....	93
6.3	Coping with conflicts.....	95
6.4	Mediation.....	102
7	Stress and Coping with Stress.....	105
7.1	Stress – definition and basic terms.....	105
7.2	General adaptation syndrome.....	110
7.3	Stress and performance.....	112
7.4	Coping with stress.....	113
	References.....	118