

# Jack nelson's problem

Business



RUNNING HEADER: Jack Nelson's Problem Jack Nelson's Problem BY YOU  
YOUR SCHOOL HERE HERE Jack Nelson's Problem There is clearly a disconnect between the home office and individual branches that leads to poor knowledge transfer. Lack of a formal communications strategy guideline, lack of practical job descriptions, and lack of coaching were leading to the problems of high turnover and lack of knowledge about critical issues. Employees who are not given clear job descriptions and training based on these descriptions will be ill-equipped to handle job tasks and roles effectively. At the same time, employees who do not receive adequate coaching from HR managers will be less motivated and experience less job satisfaction (Mathis & Jackson, 2005). This is what is likely leading to high turnover rates, however even the management does not fully understand the problem.

Setting up an in-house HR unit would assist in solving the problem, since these professionals can develop a structured communications strategy and provide coaching expertise. A survey of employees and HR professionals revealed that 98 percent of respondents believed communications were critical to the business (SLCC, 2003). HR can develop job descriptions so that hiring is consolidated and more focus placed on individual needs. Training could be provided to line managers so that coaching becomes part of their job description and competencies.

#### References

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