

Organizational problem

Business, Management



How should the new manager have handled Billy's request to be in charge, to be able to order extra workers, to assign overtime, and to know that his word was law?

Answer: The manager should not have entrusted the whole work of ensuring that the contracts are on time to Billy Wagner since this would be possible only if he is delegated with the authority similar to other superiors in this field. Instead, the manager could have very well asked Billy Wagner to work along with the superiors, so that he would be able to make the contract completion team well aware of the requirements of the customers and motivate them to finish it within the deadline, which could have increased the customer satisfaction.