

Example of rick federicos leadership case study

[Business](#), [Company](#)



- At P. F. Chang's, leadership is synonym with delivering excellent customer service and Rick Federico, the Chairman of the company is promoting a leadership by example model, wherein the employees must follow the leads of the more experienced workers for knowing how to make the customers of the restaurant feel great about their choice and come visit the place again. This leadership trait, that Federico possesses, is visible in the employees' behavior, as they are becoming excellent servers watching their more experienced colleagues at work, or being encouraged and properly trained by their direct coordinators.

Positive energy is another personal leadership trait that Federico uses to engage the personnel into welcoming guests and delivering great experiences when they sit at a table at P. F. Chang's restaurant. Federico transmits this leadership trait to his employees, motivating them to spread the good vibe among themselves and to the customers of the restaurant. Good energy comes with a servile, yet firm attitude that the employees at P. F. Chang's express, making the customers feel that they are on good hands, with professional people who know how to treat them and who are proficient with their jobs.

The ability to change people's attitudes is yet another personal leadership trait that Rick Federico possesses, managing the challenging task to determine people working at P. F. Chang's to feel that the server job, for instance, is really important, and having a positive attitude about it can make the difference between a mediocre tip and an excellent tip. The power to change attitudes is an essential leadership trait, as it forms employees' organizational behavior, determining them to be more committed to the job

that they perform and to proactively seek to satisfy their customers, contributing like this to the organization's performance.

2. There are various roles that managers must use for achieving organizational performance. For Rick Federico, managing P. F. Chang's implies working mostly with young employees and this is why some of the roles are challenging. Federico might use the liaison, the conflict manager and the decision maker roles as head of P. F. Chang's for improving the company's business results.

The liaison role can be used both within the organization (for determining employees to get to know each other better, to interact more, to develop collegial and friendship relations that would lead them to working better together) as outside the organization (for determining external stakeholders to support the company's actions and to develop the company's affairs and business relations).

Being a conflict manager is a significant role for managers, as it implies solving whatever issues might appear between employees. It is important for managers to be able to predict the types of conflicts that might appear within the organization that they manage for planning ahead strategies for coping with the potential conflicts. Managing the conflicts that appear in the company, Rick Federico might chase away the negative energy, the resentments and the lack of concentration at business issues, which may arise as a result of the conflict, changing all these in creating a positive working atmosphere, where the employees can properly focus on performing their jobs at high standards.

Rick Federico also needs to apply the managerial role of being a decision

maker, by rapidly and efficiently scanning the situation with the employees and with how the business is working and to adjust them, if needed, in order to support the increases performance of the company. Either if an employee needs to be advanced in his/her position, or if an organizational change is required, Rick Federico must react fast and firm, making however, informed decisions.