

# Sample case study on housework#6

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



7. 1. 1 First of all, for a successful change management training is required, but it is a delicate matter. Developing strategy is easier than implementing it. First action by the CEO of FTI is to consult a few Change Management Experts available in the city or state. An outside help by experienced consultants who have handled change management cases is needed. The employees will not be able to express the training needs in a new strategy context.

7. 1. 2 Process based trainings are the most suited in change management scenario. An off-site program for all the managers of the company may be held to begin the interaction. The company must express what changes are intended, and the managers are required to disclose how they could partner in the change management process. Based on the interaction, further training programs may be scheduled. Establishment of rapport and winning the trust of key managers is very important for any change management process.

7. 3. 1 It is very important to know the direction of the training from the beginning. Yes, the CEO must be concerned about the impact of the training from the start. Every change management program will have a purpose and goal to be achieved. The trainings must help the employees and managers to move towards that goal. The movement may be broken down in smaller steps. The change team, the CEO and the trainers must review the process at every juncture of the schedules.

7. 3. 2 For assessing whether the training is yielding the right effect, the Kirkpatrick's Evaluation Model may be applied. It has four levels of evaluation; preliminary reaction, new learning, behavioral change, and

impact for results. Though impact of the training may not be evident in the initial phases, the reaction and new learning can be assessed immediately after the training. If the employees are displaying positive reactions and demonstrating their awareness about the change, then the training programs are moving in the right direction.

8. 1. 1 Avis is right; Stark should have followed the procedure laid out by the company. The process of recruitment and selection are to prevent the chance occurrences and to maximize the planned outcomes. The proper steps in recruitment and selection will prevent unsuitable candidates entering the company. Also it will help the selectors to bring a balanced mix of experience, competence, and qualities to the company.

8. 1. 2 If at all the decision of Ms. Stark goes wrong, it would be difficult to locate the error and learn from it. It will be difficult to know, what went wrong and what the company must stop doing. Another important factor outcome of not following the process is that other managers, who have noticed this jump, may tend to ignore their processes. Following standard process and procedure within an organization is very important and mandatory for the smooth functioning of the organization.

8. 2. 1 When people are in leadership position, they display different leadership styles. Classically four types of leadership styles are recognized, autocratic, democratic, Laissez-faire, and paternalistic. In the case of Trans-Tech. Inc, Suttony and Angelica are displaying different styles of leadership. It is difficult to determine the supremacy of each style. The effectiveness of the style depends on the situation also. Angelica follows a participative style, while Suttony displays autocratic style. So long as there are no problems

with the followers and the things are getting done, the analysis of styles does not matter. The problem arises when there is mismatch between styles and the nature of followers.

8. 2. 2 Democratic style suits well in situations where team members are skillful and willing to share their knowledge. This style of leadership demands plenty of time for people to contribute with plan and decide a plan of action. This style of leadership can run into situation where roles of the followers are unclear and time needed for decision is too short. At times, democratic leadership causes communication failures and sluggish progress of the projects.

## REFERENCES