

# Client interacting strategy

Business



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The change initiative to replace Kudler Fine Foods current software system has been proceeding as scheduled.

Communicating the process to the main players is the next step. Below is Hall Consulting's interpretation of the Kudler Fine Foods organizational chart with the primary people Hall Consulting will be in direct correspondence with. Store Operations includes in with store managers. Chart 1. 1 Kudler Fine Foods Organizational Chart [pic] Power and Leadership in Kudler Fine Foods

Kathy Kudler established Kudler Fine Foods from a personal vision, and has led the organization by the hand, to the top of the gourmet grocery food world. Kathy Kudler has a strong power base derived from positional power and personal success.

Positional power and personal power is the foundation in which she can extend her success. Kathy Kudler can use her influence in securing the consent of her executive staff to assist, collaborate, and work with her in delivering the software to the organization in a smooth transition.

She has the backing of staff, whose leadership qualities are just as strong as she possesses. Kudler Fine Food's executive staff's leadership can be attributed to Kathy Kudler's effective leadership, acquiring and exercising her power to produce positive powerful dynamics that in turn impacts the organization over the long run. Leveraging the Existing Power Structure Kudler Foods has a good power base with Kathy Kudler at the helms. She has positioned herself to lead by exercising her power.

She does not misuse her power, or abuse others to the point of unproductiveness or counterproductive power struggles.

Kathy's directors have proven track records of leadership. She can depend on them. Using the structure she currently has, each director will have a role in the change process. Chart 1. 2.

Power Structure and Owning Process [pic] Each Kudler director has a specific skill and will be leaders in different steps of the change initiative. Each director will own a part of the process, using his or her skill set effectively. Each director has the knowledge to explain the " what and why" of his or her part in the change initiative.

Directors are in the best position to explain their role in producing the change and will connect their piece to the whole picture. Using this type of systems thinking helps everyone to rally around his or her part of the change, make better decisions based on a clearer picture of the whole process and create sustainable change.

Influential Tactics The proper selection and use of an influence tactics transforms leader influence into behavioral dynamics that produced inventive thinking, and creative problem solving.

Influence tactic is the behavior used to exercise influence over the attitude and behavior of another person. The general types of influence tactics are impression management, political, proactive, and reactive tactics (Yuki, 2010, p. 170). Proactive influence is the best tactic for each director to use.

These tactics have an immediate task objective, such as getting personnel to carry out a new task, change current operating procedures or support a proposed change. Gary A.

Yuki lists 11 proactive influence tactics, the director will have to know when it is appropriate to employ certain ones, and with whom. Each approach has advantages and limitations. Effective leaders generally use combinations of various strategies for different purposes and under different conditions. The challenge of a diverse culture requires a leader to select the proper influence tactic to produce positive power dynamics.

For influence tactics to be successful the target perceives it to be a socially acceptable form of influence behavior.