

Organizational development assignment



**ASSIGN
BUSTER**

As my concentration of SSP program is organizational development, it is important to study Organizational Intervention & Change Implementation in order to know how to operate and make use of change methods that seem to be vital in solving any problems that arise.

What I First Learned about the Course In this course, I have learned that the change methods could be divided into four purposes: adaptable, planning, structuring, Improving, and supportive (Holman, Advance, & Caddy, 2007). In addition to the purpose, Holman, Advance, and Caddy (2007) assert that Individuals and organizations need to consider type of system, event size, duration, cycle, and practitioner preparation, and special resource needs.

Since there are many methods to learn about, the paper of MIT helped me to deeply understand methods that I thought they were interesting. I chose to study Appreciative Inquiry of adaptable methods, Scenario Thinking of planning methods, Participative Design Workshop of structuring methods, and The Six Sigma Approach of improving methods. In doing this assignment, I found that Appreciative Inquiry seemed to easily apply with all situations. This is because Ass's process is simple and the result is very effective and fascinating.

Whitney and Trotter-Bloom (2003) support that organizations such as British Airway, The American Red Cross, Green Mountain Coffee Roasters (CACM), and the Visiting Nurse Service of NY could turn their problems into positive changes by using Appreciative Inquiry. I also liked Scenario Thinking because I thought it was practical for everybody and it would help employees to hone

their solving problem skills by thinking what they intended to do if in the future they faced the situation that brought them difficulties.

Moreover, using of Scenario Thinking could open up to incredible possibilities and challenge long-term internal belief of an organization (Imminent ; Roger, 2005). Team Intervention Model Presentation and Facilitation (TIMID) In addition, I experienced how to work in team by pretending that all members of the team were consultants that had to think which interventions should be provided to solve a problem of a case duty. This was very difficult because I never had any experiences in this field before.

However, It was very Interesting and could help me understand how we could effectively work as a consultant team. My group Included Emily, Martha, and Manners and our case was about the problems of Singapore Lorene. We met in the library to talk about the case, find the case's problems, and think what change method could be appropriate for the case. We also had a conference call and emailed to each other to method of hosting conversations about question that related to the problems (The World Cafe, n. D.).

We selected this method because we thought it would be fun for everybody in the class. Importantly, according to Brown, Homer, and Isaacs (2007), the method should use when an organization want to engage employees or create a shared spirit and value which was a problem of Singapore Airline case. On the presentation day, I found that it was hard to control the whole class to focus on the issues. Therefore, we should have a person stay with a

group conversation to ensure that they would not go out of the way.

However, I was satisfied with the presentation as a whole.

I could learn how to proceed the World Cafe and all classmates were enthusiasm to participate in our presentation. That is, it was hard for the classmates to play role as stakeholders of Singapore Airline, but they paid attention on questions and shared their ideas and perspectives. Besides, I recognized that focusing on employee's needs was very critical to any organizations based on what I found on ideas and opinions of the classmates who wrote them on flowcharts. The most significant thing that I gained from working in team was collaboration among group's member.

Our presentation would not be successful if all members didn't listen to each other and encourage each other. Participation in Other Group's Case Studies In addition to comprehending the change methods from accomplishing " MET and TIME, participation in other group's case studies allowed me to think outside the box and experience the various processes of change methods. In the presentation of team 1, the future search was provided to implement changes in BET case. The class was divided into two groups and each groups had to consider questions about past, present, and future.

Finally, everybody would come together to plan for the future. According to Whiskered and Joanna (2007), Future Search creates the common ground and build employees' commitment. Also, I discover that not only organizations can use this method, but individuals can benefit from using it as well. For example, individuals can increase their skills in working with large, diverse groups and learn how to effectively plan their future by looking

back their past and present. Team 2 proposed RID method to find a solution in Pain & Co case.

RID is abbreviated room objective, reflective, interpretive, and decisional. Questions will be created with these following purposes. To implement the method, facilitators lead groups through a series of questions which bring to a decision-making step (Wooden, Baptists, & Rexes, 1994). RID method can be used by not only organizations, but also individuals because it can help individuals clarify a path of action to solve personal problems. To participating in team g's case study, U. S. West, I studied the process of the Cycle of Resolution.

This team had a creative idea by providing videos that imitate what happened in the case. It helped participators enjoy with the process. According to Levine (2007), the Cycle of Resolution will start with understanding the cost of conflict, then emphasizing on facts and emotions, finally getting the right action to resolve the conflict. The presentation of team 3 was great, but the result that the team gave was different from what I expected. However, it is very useful to partake in the intervention of each team.

Fishbowl Conversation Fishbowl conversation was the most favorite time that I liked in this course. In my pinion, it allowed me who was quiet and shy to listen classmates' opinions and models and let others make their comments about the presentation and what they thought about the selecting model. Everybody could also shared their experiences and information related with the issues. This was my first time to involve in fishbowl conversation and I

found that it was a simple, effective technique to build trust and mutual understanding and to improve the relationship among members.

Overall, the study of Organizational Intervention & Change Implementation through reading the book, attending the class, doing assignments such as “ MET and TIMID, partaking in the process of organizational interventions, and having a fishbowl conversation help me to be very knowledgeable about change models, to effectively work in team, and to gain learning from classmates’ experiences and expertise. More importantly, I have gained a ton of confidence in areas where I had little or no experience before. Now, I can have an ability to diagnose an organization’s problems and implement the appropriate change methods.