Organizational behavior case study

What do you consider to be the biggest issue that Melissa needs to handle in order to be successful in her new position?

Melissa was not exposed to many management issues, legal issues paper work etc. Her mistake as a sales manager that is lack of information from her regional manager related to her duties and responsibilities as a new employee. However the biggest issue that Melissa needs to handle to get success in her new post is related to communication gap. The attitude and behavior of her team was not good ad she should take some step to improve it. The lack of communication was the main issue. It is Campbell, a middle manager or Melissa a first line manager there was no proper guidelines regarding roles responsibilities and duties. There was a clear language barrier that strengthen communication gap and Melissa’s first meeting is an evident of it. Another example of mis communication was related to Columbia greenhouse that was infected by fungus and as a result they loss customers and a huge loss to company.

What would you do if you were Melissa (other than go back to your old job)?

If I were Meissa, I would try to find out the issues and, in this situation, the biggest issue is related to communication gap so first of all I try to reshape the behavior of team members and improves communication. For that classes and training required not for me but also for my team member especially for sales person. There was no clearly stated instructions about my duties responsibilities, so I try to find out and make a proper list for all team members what they need to do. I try to assign duties to everyone and set targets for every employee and check everyone’s progress by using authoritative leadership style. In this way I will be able to move towards betterment and able to achieve my goals and secure my job.

References

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