Case Study Analysis

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Course Title:

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The characteristics of the organization at the New Day Hospice Organization had a defined structure that led to good performance when it came to handling patients. There was a co-operative relationship between members of staff due to their shared common objectives. The strictly defined authority affected communication in the organization. From time to time, one reads that the members of staff chose to be silent since Bill was around. This lacked coordination between the leaders and employees cut the communication lines between them.

Several components of the communication process were identified in the communication interactions at New Day Hospice. The chosen components were based on the interactions between the members of staff. The six which were identified included; the hierarchy of authority, roles, common purpose, same goal, coordinated effort and channels through which messages were spread. It is evident that there was a hierarchy of authority that instructed all junior members of staff. Through the roles assigned to each one of them, the employees knew their place and the channel of communication to use just in case they needed to share a message. “NDH was a close-knit group, in fact, the nurses frequently called the NDH office, “the sorority house” (Bisel & Messersmith, 2010, p. 54). The common goal between staff members made them feel coordinated with each other and this made them talk from time to time.

The climate of the organization in the case study was daunting for staff members due to the way various things were handled by authority. This created a huge barrier to communication since the leaders at the top chain did not expect the staff members to communicate freely especially about issues that bothered them. “Now you are not to talk about this matter. I know you ladies love nothing more than to start juicy rumors. So if I hear you discussing it, you will be fired, too. Everybody get back to work” (Bisel & Messersmith, 2010, p. 55). The intonation used by the boss clearly shows that there is a hostile climate in the organization when he was around. It is evident that from how he approached them, he was dictatorial and this could be a barrier for them to communicate with him effectively. There is need for leaders and employees to have a good relationship since this boosts their communication (Richmond et al, 2013, p. 73).

References

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