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Lincoln Hospital: Third-Party Intervention

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Lincoln Hospital: Third-Party Intervention

Introduction

Internal struggles in an organization can have an impact on the leadership's expected results. It is feasible for leadership to resolve the efficiency problem by implementing efficacious practices and processes. In the scenario of "Lincoln Hospital," the leadership had to deal with a major problem due to the management's and employees' poor communication. According to Rahim (2017), internal strife can directly impact management's standard outcomes, and organizations must resolve them promptly. Entities must assess the severity of the problem to cope with the issue and devise corrective measures. This would aid in the resolution of the issue and the formulation of the best strategy to improve results.

Question One

The contractual procedure resulted in an optimal solution for making the necessary efforts, deciding the resources needed to accomplish the duties, and documenting the hazards, assertions, and limitations. The contract ensures that all parties reach a consensus on the resources required, assistance, and obligations. There are a few recommendations on how to create an effective agreement that is mutually beneficial. First, the contractual process should start with ascertaining how the OD process should trickle. Second, alongside Mary and Don, the contractual process must include all stakeholders. According to Ester and Osunan (2020), it guarantees that everyone contributes to the procedure and expresses their anticipations of the method and its most intended results, establishes the basic instructions for all sides to follow, and agrees on the time and effort invested in meeting the goal within limits. Also, the consultant ought to have started his requirements regarding the process. All affected parties must elucidate their time and resource commitments to the initiative. Finally, the practice of collaborating with Don and Mary ought to be consented upon with the consultant and the major stakeholders.

In terms of diagnosis, it began with the president's explanation, and the parties failed to influence the development of a systematic and neutral picture of the situation. As stated earlier, Don and Mary, including all impacted individuals in the organization, did not attend the initial meetings. The second-hand nature of the collected data may have impacted the impartiality of the OD contractor's perception. As a result, he is heavily reliant on the president's perspective on how information is gathered, gauged for further analysis, evaluated, what concerns should be prioritized, and how contracting the procedure for establishing action steps will be procured. The

suggestions for beginning an improved diagnosing procedure include engaging all parties involved, collaborating, comprehending all important issues, collecting and evaluating them, and composing efficacious recommendations based on the findings for further intervention strategies and decision making. The affected parties must be actively involved in the development of appropriate implementations and initiatives.

Question Two

Third-party involvement proved to be valuable in this scenario. It resulted in improved results and a reduction in the rivalry among the two employees (Don and Mary), which upset the overall operation of the health facility. Despite this, there exists some friction amongst the two employees. The OD specialist helped Don and Mary see their dissimilarities in a new light and work together to solve the problems effectively. It assists Don and Mary in recognizing attributes of each other that they were initially skeptical of, and it contributes to the reduction of friction between them. This is also advantageous for the establishment because Mary and Don are unintentionally causing the successive symptoms that occur on all levels of the organization. It is also recommended that the level of honest and independent information used during the diagnostics be increased. A significant proportion of the details are obtained from Mary, Don, and other relevant individuals. It will assist in making the formulated problem remedies more successful and precise. The gathered data will serve as a basis for the proposed interventions and provide Mary and Don with an opportunity to contribute to the problem-solving process. Other potential solutions include using team-building activities and process discussions. The latter focuses on social complexities and relational relationships that exist within and between factions. According to Mobolade and Akinade (2021), the team-building initiative enables groups to collaborate, assess procedures, and develop innovative solutions to issues.

Question Three

Even though not all issues are fully fixed, the involvement of a third party is a very efficient strategy. Additional troubling effects can occur, exacerbating Don and Mary's disputes. Other issues remain and must be addressed at all tiers of the hospital. Such a response allows the parties (Don and Mary) to have full control over resolving the challenges and affecting their relationship. It allows them to take part in the solutions proposed and accept shared responsibility for their roles in the situation. In addition, they will focus on the remedies instead of their different opinions of the issues. Despite the interventions adopted, the problem between

Don and Mary is yet to be fully resolved. Process consultation must also occur to ensure that the necessary progress happens. A similar approach will also allow for greater flexibility in terms of time obligations for all concerned parties. Continuing to improve newly acquired behavioral traits will lead to a positive output for ingrained habits.

Conclusion

Although there is no lengthy data on the effects of third-party involvement in this case study, the results demonstrated that third-party involvement could benefit both the unproductive entity and the fragmented interpersonal tension among two prominent members within this entity. As a result, the case study demonstrated that the solutions' effectiveness was extremely effective in the short run. However, the lengthy consequences of the third-party involvement will be determined by both sides' long-term commitment, backed by the administration, top executives, and hospital personnel.

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