

report

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Assignment 3

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Assignment 3 -Part A and Part B

Part A

1

A large national sales organization has concluded that active listening is a critical factor in successful sales and customer satisfaction. The company now wants you to design a training program that teaches sales staff the main components of active listening. Discuss a specific training activity that would potentially improve the salespeople's performance in each of the three components of active listening. Your answer should also briefly describe the three components of active listening.

Most of the companies require that there becomes active and efficient communication, which allows for a free flow of information and, in return, enhances the efficiency in the performance at the workplace. The sales organization must include the following components in their training process for them to attain the active listening skills that they intend to have for the people who are working within the organization, neutrality, non-judgmental character and complete engagement of focus.

The advantages of using electronic connections at the work are evident. Electronic media are often the most effective method of communicating among employees and between the corporation and its clients. Keeping the automated knowledge system provides employers to monitor employee productivity, quality, and efficiency; yet, employee usage of e-mail, voice communication, and the Internet has taken with it a multitude of workplace problems.

Getting targeted and effective internal connections at the workplace is a goal that business owners and individuals often seek to accomplish. When connections and information flow efficiently within the organization, the quality of the jobs and projects the organization runs

on has the potential to vastly change. Effective internal communications will also create clarity, strengthen organization values, and integrate the work.

The Training should be made up of the reflexive techniques that are aimed at allowing one to resist anything that prevents them from totally focusing on their communication process and enhance neutrality as the vital point of focus is the speaker. The training process can also train the sales organization personnel the questioning skills that will allow the members of the organization to boost their understanding and focus during the communication process. Note-taking can also be encouraged during the communication process to allow persons to develop their focus (Kuhn et al. 2018).

Business education can be presented in various formats. The education or training may be administered in individual or using electronic methods. Either way, education is a critical aspect of conveying the organization's thoughts and expectations. You should aim to get an education as engaging as possible to increase the probability of the employees holding this knowledge. Team meetings are the efficient means to get the message over and to listen to what the team has to say. Team meetings will just be useful when participants are encouraged to remain open and trustworthy. As a business owner and director, you should take this advantage and set this pace at the team meeting to support the culture of openness.

One possibility is to provoke the process of decentralized consideration. This could be specifically designed to develop trust and trust. Ideally, smaller teams of informed but basically local people should be prepared to speak with people groups in an empathetic way. Education is essential, for the general purpose is to provide all participants to discuss all topics (which they collectively demonstrate) in terms of their own comfortable connection, and in meeting places that are familiar to them.

The culture of resistance communities should focus efforts onto possible, local political activities that create network performance as more people connect; higher performance is derived from this radical, causing more people to join. The broadly relevant structure of characters, incentives, and overlapping duties will be set out that demonstrate the principles of resistance community growth to accomplish these objectives.

Some important success factors have been recognized within the organization, which are assessed periodically. Also these comprise: the Sales, the sales per business unit, the engineers, the order consumption, order hitrate, personnel need, consumer appraisal, payment orientation, and our relationship by means of banks. Some are quantifiable, and others are analyzed; these indicators are occasionally adjusted to changing conditions. Then the organization draws decisions from the data.

Functions are current job activities, e.g., sales, manufacture, and IT. The procedure has no point or start: Various sales call to go and end, but the sales function remains as long as the organization has something to be. Corporations can "silo" functions, splitting them into entirely distinct functions, or divide one function among different agencies. By combining purposes rather, companies will improve efficiency and enhance the consumer's satisfaction.

Briefly describe the five interpersonal conflict-handling styles using examples for each one. The five interpersonal skills that most of the persons and organizations apply in their daily operations include accommodation, avoidance, and collaboration, compromising, and competing to resolve the misunderstandings. Accommodation is a form of conflict resolution under which one decides to let go of their desire for the benefit of the other members so that

there is peace between the parties that are involved. Accommodation is applicable, for example, when the care towards the thing you are letting go is quite limited (Mehwish et al. 2017).

Avoidance is a style of conflict resolution where the individual evades the possibility of arising a conflict by not getting involved in one belief or to the other people's ideas. Avoidance is majorly applicable, for example, when one feels s like they need the extra time to think about the idea. Compromising entails the fact that the individual picks on the solution that least irritates the other parties like, for example, when one needs to get to a solution than get to the point of winning in an argument. This approach-avoidance struggle is one of the three potential struggles that follow the decision-making condition. This approach-avoidance struggle requires making decisions about places that have both positive and negative complications. One example of this might be the person making the decision about getting a work that possesses both financial advantage and prestige, but also contains a good deal of tension and long hours. This requires the personal evaluating for themselves whether these negative aspects outweigh the positives.

Collaboration is picking on an idea that serves the interest of the two conflicting parties, for example, when multiple ideas or perspective is required, a win-win can be efficient (Mehwish et al. 2017). Competing is when one sticks to their ideas and does not listen to the opinions of the other parties, and it's applicable when one wants to stand for the right ideas.

Using your knowledge of implicit leadership perspective explains why ¹ people tend to give leaders too much credit or blame for organizational outcomes

Implicit kind of leadership where the leader deploys some of the characters that categorize them as the leaders to the members of an organization or group. The reason why the people give too much credit to the leaders is because of their socio-cognitive and their ability in the processing of the information compared to the others. The leaders tend to show unique

attributes is the processing of information and how they interact with the different personnel within the organization. The leaders employ some cognitive type of representation to the members that make the members' behavior and loyalty towards the individual to stand, making him or her have a mass following.

Each one of us can be a good leader. This is because leadership is an act, not the name. There are people in the place of organizations with titles and enormous authority who are absolutely non-individuals, and there are people in the side of organizations with no agency who are some of the most exceptional individuals you can ever meet. This difference being the reason why we understand them; we understand governments because we get to, we understand leaders because we need to.

Some people are good leaders because of their formal orientation at the organization, whereas others are individuals because of the way different group members react to them. These two general forms of leaders are called assigned leadership and emerging leaders. The position that is from occupying the position in the organization is designated position. Team leaders, plant managers, department chiefs, managers, and executives are all examples of designated leaders.

Part B

4

Contrast Hillton's earlier corporate culture with the emerging set of cultural values.

Hillton's earlier corporate culture was one of the entitlements and full of luxury or comfort at the workplace, with most of the employees have guaranteed job security. There was limited control as everyone was expected to be of self-management and accountable for their actions. In the earlier stages, the employees were sure of being promoted within the organization with the persons considered for the higher jobs being picked amongst the members of the working class within Hillton. The employees were well represented by the unions, both the external associations and the internal unions that supported the employees' needs. Engage organization and employees-jobs are most productive in improving workplace safety when leaders and employees work. Duty for workplace safety should be part of everyone's business, and proper employees and directors should be tasked with applying, preserving, and improving workplace safety system elements.

The business environment will involve these interpersonal interactions in the workplace, including interactions with peers, subordinates, and managers. Broadly, and within boundaries, employees are entitled to the business situation that is free from harassment. The hostile business situation is when unwanted sexual behavior ⁵interferes with the employee's work performance or creates a hostile, intimidating, or insulting business environment.

The emerging and changes in culture brought doom to Hillton as most of the members were laid off, and there was limited respect for taxpayers' management. In the change of culture, the members of the management were picked from outside Hillton, which brought a lot of heat

and complained from the existing employees who expected to be promoted within the ranks of Hillton.

Leaders are the important people who are easily accepted by the employees and the public, together with the values of the organization Hilton. As the new administration has drastically changed within the inefficient society, any real figure with respect is discouraged. The new administration's interest on current advances or the usage of technology alone could not be; as such heroic models in the period had been perceived by different generations of works as well as residents.

2 **Considering the difficulty in changing organizational culture, why does Hillton's management seem to have been successful in this transformation?**

The introduction of the different management from the external management made the cultural change easier as the commonly used supervisors were not in power, and the protocol at work must always be respected. The layoffs made it easier for the managers to get the kind of employees who are ready to work towards the organization's objectives and cut off the members who never shared the same ideology as the executive body.

Regardless of the size of the organization, and efficient procedure must be in place to accomplish change. Sometimes change happens because of the outside event, for instance, the recent compliance rule. Sometimes the result is intrinsic, e.g., the introduction of the new product, or revising to existing products. Change management should be a structured and disciplined procedure that is repeatable since the effect will continuously be required. The efficient change management process involves management and personnel from whole affected functions" potentially including compliance, business, risk, internal accounting, and line management" to critique and suggest the reply or change proposal for senior management or

committee acceptance that clearly articulates expected outcomes. The whole life cycle of the product or service impacted by this change must

Directors and supervisors both oversee personnel to assure they are meeting deadlines and being ruled. Supervisors closely supervise the presentation of employees and describe any updates or drawbacks to this director. Managers make more effective processes for personnel or products. Supervisors may propose changes in protocols or work, yet they don't have the permission to use changes without the approval of this director.

Line management at organizations is made up of executives, directors, and supervisors. Contingent on the business and organizational structure, managers and supervisors tend to be directly affected with the personnel, though supervisors are the people who directly interface with these workers. It mostly is those people who have the most considerable influence on the individual's perceptions of the business, processes, and the organization as a summary. That is sometimes referred to as this leader-member conversation. It is these people who have a considerable effect on the level and quality of the force's involvement.

2

Identify two other strategies that the city might consider to reinforce the new set of corporate values.

The company **to change** the **culture** within **the** organization, then they should employ accountability within Hillton and change their style of recruitment. The enhancement for accountability can be done via the supervision or the Training of the employees on their roles so that they know the exact things they should be doing within their job description (Salonen& Wong 2019). The change in the recruitment style will also allow the management to have more ideas away from the common routine management practices within Hillton that become boring

and even outdated. Having a visible proponent could also allow for easy culture change as the management and the employees will have the same goal as led by the executive bodies

It is really important to engage the right people to each point within the organization. Without the proper skill set and knowledge, the employee will quickly inflict harm upon the company's turnover, reputation, or both. The result of a poorly chosen worker versus a good worker is quite significant and maybe or save money and time, making it crucial that recruitment choice is done right the first time.

Effectively situation employee prospect is a vital part of successfully running and managing the team, also as developing the culture of responsibility. Ideally, all directors within this organization ought to be placing expectations inside two to four weeks of the employee being employed. However, if this has not happened, it's perfectly acceptable to sustain expectations at any point within work.

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