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Submission date: 29-Jan-2021 08:20PM (UTC+0500)

Submission ID: 1497041005

File name: organizational_development_2pgs.docx (17.04K)

Word count: 673

Character count: 3749

Organizational Development

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Organizational Development

The biggest problem my previous organization experienced was developing a reward system that matches the organizational goals. Rewarding employees has become a critical factor to consider in the modern business world, and when it is not ensured, challenges develop. A reward system builds the company's culture, making it unique from the others. When workers are rewarded, they develop the attitude that they are valued and appreciated making them develop a commitment to the workplace. Also, they develop a sense of belonging, as they feel needed by the company in meeting the set goals. My workplace did not ensure this, making us demotivated and turnover rates increased. Leaders understood the need for a reward system and implemented some ideas, but they did not support the organizational goals. In turn, it created confusion and conflicts as the workers felt that they needed to be motivated while the management pushed them to attain them. If the organization is to survive in the future, changes have to be implemented.

I think the management faced these problems due to several reasons. The workers did not know the reward system because they were not involved in the processes involved. Managers did not implement a communication strategy while establishing the system, and as a result, the human resource department did not maximize the system to the stakeholders. The rewards were also not connected with the corporate business. When HR developed the reward system, the stakeholders involved did not consider its mission and vision. Thus, the balance between the workers' needs and the top objectives was not developed, creating differences. Besides, the reward system was not linked to the employees' individual needs. It was based on standardization and equality, yet people have varying needs. It means some of the employees' expectations were not met, becoming hard to connect the rewards to the organizational goals. In short, managers

encountered this challenge because the reward system was treated as a separate item other than integrating it in the internal operations.

The problem could be mitigated if an organizational development consultant is hired. The expert would assist in improved communication, empowering the managers to align operations with the expected goals. The reward system failed to match the organizational goals because the workers were not involved in the process. Hence, with better communication, the leaders share the company objectives and visions in that as workers airways; they would be motivated, they consider the goals (Caruso, 2017). Therefore, the organizational development consultant would assist in creating a culture where transparency would be improved, enabling the company to work as a team. A consultant would also assist the organization in mitigating the problem due to employee development. The professionals make the workers confident that they enact changes based on the market. The skill is useful because the employees and the managers would balance the reward system and the market expectations expressed via the company goals. Therefore, hiring an OD consultant would help the organization mitigate the challenge because communication would be improved and employee development.

Planning change would be the most challenging step for the organizational development consultant in working with the organization. In this step, the expert gathers information from the managers and the workers to identify alternatives on how the issue would be solved (Lurey & Griffin, n.d). The employees have varying reward needs, while the managers have to ensure the objectives are met. The difference implies that the consultant will collect varying ideas that could be tough to plan. A lot of communication will be needed for the workers and the managers to develop strategies to be selected, which is easy said than done. Therefore, the profession will

face issues while planning for change because the workers are different, and the managers also have varying ideas.

References

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