

MAHS Graduate Comprehensive Examination

Question # 3: Organizational Change

Bellevue University

Question # 3

The Youth Emergency Services (YES) is a private non-profit organization helping and providing services to youths and their families. We are an avenue in the community where the youth and the families feel safe to contact us for our services.

The mission statement of YES is to provide professional one-on-one counseling involving social and community awareness which will enhance and enrich lives of the youths and their families.

The YES is proud to be a supportive positive figure in the diverse community. We thrive on building a responsive environment which embraces goals such as building self-respect and accountability while maintaining the dignity of the youth and their family. We achieve our goals by teaching and demonstrating healthy values.

YES does not allow “Workplace Violence.” Workplace violence is unfaithful threat against someone or coworker. It may occur outside or inside of workplace. This violence maybe in a form of physical assault or emotional threatening language. Some employees have a bad time in their families and bring that to the workplace which can instantly affect other employees’ relationships. The cause of workplace violence may begin with minor attitudes, then explode into psychological and physical attacks. Below are the signs of workplace violence:

1. Attitude of intimidation – The employee is always uncooperative and loves to argue for the sake of argument.
2. Low self-esteem – An employee always doesn’t tolerate criticism.

3. Socially challenged - An employee is unable to get along with other coworkers due to various problems.
4. Signs of Depression – An employee may talk suicide, sleeps all the times and misses work.

The three most important constraints or barrier to change:

1. There is no policy - I would put in place a “non tolerant violent workplace policy” in which each staff would read and sign.
2. There is no program for the employees - I would set in place a care program which all staff will attend.
3. There is no place for employees to express their anger - I would provide resources such as employee health in which the employees could go and express their concern.

The cause of the workplace violence may be lack of training, low pay, confine work space and lack of management. These issues are the cause of workplace violence. They constrict the organization to function well and precede its business. I would work consistently to minimize and make sure that our organization has equality and faithful environment at all times. I would not allow this inconsistently of disrespect to exist in my organization.

Below are the three outcome objectives for my proposed plan:

1. I would train the staff in anger management.
2. I would impose behavior accountability
3. I would provide building block for building workplace relationship such as classes.

I believe that the only way to increase and create teamwork skill is to allow managers, supervisors, and employees participate in your organization management plan. Below are the step that explain and discuss why it is important increase the value of your employees.

1. Employee involvement – I want my employees to be involved in the ongoing development and progress of my organization.
2. Employee communication – I want my employees to be updated on the progress of our organization and performance.
3. Celebrate employees and team performance – I would recognize people doing right thing and focus on their excellent performance. I will provide positive reinforcement, issues award, use a corporate comment cards to highlight specific achievements.
4. Give employee tool of succeed. I will give employees tools required to do their job such as equipment, internal support and training.
5. Manage poor performance employees – I will manage employees who do not perform to standards.

It is always true that many employees want to be involved in the ongoing development and success of their organization. I believe that the proposed agendas met the objectives and needs of the YES organization. The employees are mindful to receive this implementation of policy and management improvement. The reason for me to address workplace violence is to make sure that our employees are safe and successful do their job in a safe environment. The first thing is how we could make every feel secure and safe from workplace violence at all time. It is very crucial especially for employees who have worked for the organization long to be safe from violence to make they stay and serve the organization needs.

Most importantly, I believe that from a team perspective, my number one goal is that my employees find their work meaningful and that they have a sense of purpose and value. An important part of my job is to make sure they feel important and valuable as they are YES employees. They are the success of our business. So, it is important to begins make sure I have a

vision for my employees and the organization. The vision I develop is what will make my organization keeps it business. If you can provide an employee with meaningful and purpose, he/she will supply their own motivation.

Workplace violence has become a major threat rates across the country holding steady employee injuries, assaults and death are happening on the job more often than people think. I would address this human relations issue as a life threatening because it may cause mistrust, racial, low moral and hostility among ethnic. I would inform the chairman of the Board of Directors at YES organization about my proposal how to address the workplace violence. Below are the steps to make sure our working environment is safe and secure for our employees to feel value.

1. I would inform the chairman of the Board of Director about publicizing violence policy and plan of action, that is understood fully and practiced.
2. I would inform the human resources to conduct pre-employment criminal background check and employment screening to make sure we not hiring a violent employee.
3. I would train managers who observe or are made aware of possible workplace violence and must know how to correctly identity employees in such behaviors.

I believe that greater awareness and intervention may have contributed to a decline in the mass of workplace violence. I would develop a workplace violence plans and policies is becoming more of a need these day and more a priority that YES should starts focusing on it. I would also educate my managers, supervisors and employees about emotional commitment to fuel our organization performance. Below are the ways I would use to bring everybody to work together as a team.

1. A team to understand the core values of YES
2. A team that share ideas and work together

3. A team that show willingness and encouragement to bring their core values to work. These emotional commitments will be going to increase employees job performance and the performance of the YES organization. As a director of Employee Assistance Program, I believe that by respecting, understanding, effective communication and teamwork to your organization you open the channel for good things to flow to you. Some employees are inspired and motivated for their good performance and they can remain in the company for long time. My role is to teach employees to make sure they feel happy to do their job. My philosophy to be a good leader is spend my time around things that are really important such as setting priorities, measuring goals, and rewarding good employees' performances.

Reference

<http://www.yesomaha.org/>