

Leading Organizational Change Case Study 1



Case Study Overview

- Lay's College – small for-profit nursing college
- 400 students – eight directors
- Campus President – Laissez-Faire Leadership style



Case Study

- Corporate office – PM
- Awarded money from the Dept of Education
- Organizational change
- Communication



Case Study – Organizational Changes

- Organizational changes needed
 - Learning Management System
 - New software
 - New phone system



Case study - Leadership styles

- Autocratic leadership style
- Democratic leadership style
- Laissez-faire leadership style
- Transformational leadership style



Case Study - Question 1



The campus president's leadership style is Laissez-Faire, he listens to employees when an issue arises, and asks the employee how the issue might be handled. What is this an example of?

- A. Micromanaging employees
- B. Giving employees autonomy
- C. Emphasizing change and transformation

ANSWER: B

Course learning outcomes(s): Analyze critical people skills to effectively lead others through change in a given organization

Case Study – Question 2

PM used Lewin's change model to help students and staff adjust to using the Blend system. Which of the following Lewin's steps would be most useful to help PM encourage employees to enact change?

- A. Take action, make changes, move people
- B. Review goals, and implement the plan in small steps
- C. Explain why something is not working, follow through and force change

ANSWER: A

Course learning outcomes(s): Apply well-known change models to drive organizational change in a given organization and Differentiate long-range strategies to lead the organization to successful outcomes



Case Study – Question 3



When attempting to make organizational changes at Lay's College, why is it so important to focus on employees and encourage them to make changes?

- A. Employees decide if they want to change
- B. If employees do not make the necessary changes, the plan will fail
- C. Employees enjoy change, and training allows them the opportunity to change

ANSWER: B

Course learning outcomes(s): Interpret the reasons organizations fail at implementing change and mitigation strategies and analyze critical people skills to effectively lead others through change in a given organization

Case Study – Question 4

Emotional intelligence is an important part of any leader's skill set. If staff is upset about changes that need to be made during change management, how can the campus president at Lay's College utilize emotional intelligence to calm their fears?

- A. By showing empathy, he may gain different perspectives of the change and how the change will impact them
- B. By holding an all staff meeting to again discuss what changes need to occur and when they need to be completed
- C. By asking the staff to complete the changes and explain how important the changes are to the corporate office

ANSWER: A

Course learning outcomes(s): Determine the scale and scope of organizational change initiatives and Analyze methodologies to plan change initiatives with appropriate measurements in a given organization



Case Study – Question 5

What is the best way the campus president at Lay's College can measure the performance of the directors and ensure that the change process is effectively taking place?

- A. Create a performance plan with each director to ensure they follow through
- B. Meet with each director regularly, ask for change plan updates and discuss issues that arise
- C. Ask the directors to meet with the people at the headquarters and do what they are directed to do

ANSWER: B

Course learning outcomes(s): Determine the scale and scope of organizational change initiatives and Analyze methodologies to plan change initiatives with appropriate measurements in a given organization



Conclusion

- Case study 1
- Leadership styles addressed
- Review of five exam questions
- Conclusion

