**Sana Hayat**

**13498**

**Subject:** HR in public sector

**Total marks:** 50

**Case study**

Satish was a Sales Manager for Industrial Products Co in City branch. A week ago, he was promoted and shifted to HO as Deputy Manager - Product Management for a division of products which he was not very familiar with. 3 days ago, the company VP - Mr.George, convened a meeting of all Product Managers. Satish's new boss (Product Manager Ketan) was not able to attend due to some other preoccupation. Hence, the Marketing Director - Preet - asked Satish to attend the meeting as this would give him an exposure into his new role.

At the beginning of the meeting, Preet introduced Satish very briefly to the VP. The meeting started with an address from the VP and soon it got into a series of questions from him to every Product Manager. George, of course, was pretty thorough with every single product of the company and he was known to be pushy and blunt veteran in the field. Most of the Product Managers were very clear of George's ways of working and had thoroughly prepared for the meeting and were giving to the point answers . George then started with Satish. Satish being new to the product, was quite confused and fared miserably.

Preet immediately understood that George had possibly failed to remember that Satish was new to the job. He thought of interrupting George's questioning and giving a discrete remider that Satish was new. But by that time, George who was pretty upset with lack of preparation by Satish made a public statement " Gentlemen, you are witnessing here an example of sloppy work and this can't be excused"

Now Preet was in two minds - should he interrupt George and tell him that Satish is new in that position OR should he wait till the end of the meeting and tell George privately. Preet chose the second option.

Satish was visibly angry at the treatment meted out by George but he also chose to keep mum. George quickly closed the meeting saying that he found in general lack of planning in the department and asked Preet to stay back in the room for further discussions.

Before Preet could give any explanation on Satish, George asked him "Tell me openly, Preet, was I too rough with that boy?" Preet said "Yes, you were. In fact I was about to remind you that Satish is new to the job". George explained that the fact that Satish was new to the job didn't quite register with him duing the meeting. George admitted that he had made a mistake and asked his secretary to get Satsih report to the room immediately.

A perplexed and uneasy Satish reported to George's room after few minutes.

George looking Satish straight into his eyes said " I have done something which I should have never even thought of and I want to apologise to you. It is my mistake that I did not recollect that you were new to the job when I was questioning you."

Satsih was left speechless.

George continued " I would like to state few things clearly to you. Your job is to make sure that people like me and your bosses do not make stupid decisions. We have good confidence in your abilities and that is why we have brought you to HO. For everybody time is required for learning. I will expect you to know all the nuances of your product in 3 months time. Unitil then you have my complete confidence."

George clsoed the conversation with a big reassuring handshake with Satish.

Answer the following questions and give reasons to your answers. (50 marks)

1. Was it at all necessary for George to apologise to such a junior employee like Satish?

Ans: Yes, because satish is a hard working fellow and also he dont have the exposure to such big level meetings. George have the idea of the situation and being wise and shrewd person he convey the message to the senior also and on another hand boost the morale of the satish. This will also help George to have a competent, trustworthy and competent member in his team.

2. If you were in Satish's place, how would you to respond to George's apology?

Ans: If i am at satish place i will give him assurance to give my full potential and also will ask to go to the boss along with him to clear my stance and position. Because there is a quote first impression is the last impression. To clear the boss and make myself comportable.

3. Was George correct in saying that Satish is there to correct "stupid mistake" of his boss and George?

Ans: there is two answer one is in favor of statement and another is against the statement. Satish make a stupid mistake is true because being the employee and having professional experience he must know that how to attend the meeting.

On another hand it is also true that once a man enter to a big game he is confuse which is not good may be this thing happens with satish and george statement must be for to cool down the VP.

4. As an HR manager would you employ George in your company? Why? Or why not?

I will employee george to my company as he is loyal and he knows how to motivete juniors. Also as george say himself that i am at a position where one can be confident of his decisions. Satish is not a bad decision and moreover this case study only show one side of the george character.

If one have to need recruitment his one side of character is not important. Nowadays HR also inquire to deep of the personality and merit. So i will inquire deep and than make a decision.

5. Did Preet make a mistake by not intervening during the meeting and correct George's misconception about Satish?

Ans: this a human nature that in such a big and formal meeting it was better that preet didnot interfer. But preet must meet the boss to remove the misconception and smooth the path of trust among them.

6. As an HR manager, how would you define the character of George - bullying but later regretting? Does his attitude need to be corrected?

Ans: As an HR manager, i will study not only personality but also the situations. Sometime the situation is worse and you have to make harsh words or decision. To handle the chain of command sometime one should be soft and sometime little bit hard.

As a human George is not a bad person and also in this case study he showed that he had a good and sensible mind thats why he was regret what he had done.

7. Would you be happy to have George/Preet as your boss?

Ans: it depend upon nature of my job. But in real world if we see there is no such type of boss in Pakistani society.

Most of our bosses play character like a dictator if you are serving in a civil/private organization they act like that they are all in all.

George and preet atleast give a chance to the junior does not down his morale but try to convince him what bad was done to him.

So, if i had a boss like this i will try to not give him achance to criticize me.