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COURSE NAME: HR in Public Sector (Final Exam)

**SUBMITTED TO:**

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## **Questions:**

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

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

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

Question-4. Would you employ George in your company?

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

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

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

## **Answers:**

Ans/-1. Yes, it was necessary for George to apologize to Satish. Even though Satish is new to the Head Office and is much junior to George, in order to keep up the morale of Satish, George should apologize. This will not only reassure Satish's attachment towards the company but also motivate him in learning things faster.

Ans/-2. If I were in Satish's place, I would thank George and promise him to learn things well within the given time.

Ans/-3. The word 'stupid mistake' creates confusion. George only meant that Satish should not make the top-authorities feel that they have made a wrong decision by promoting Satish. What George wanted was Satish's support. Hence, the bosses expect Satish to work according to the policy (both written and unwritten) of the company.

Ans/-4. Yes, I would employ George in my company. The ability of one to realise his mistake is truly appreciable especially if he is in a much senior position.

Ans/-5. Not really. It was alright for Preet to remain quiet during George's talk. But he made it a point to remind him after the meeting.

Ans/-6. George is a natural task-oriented leader. He becomes people-oriented only when stimulated. When he is into a task he does it with full dedication. He is a trustworthy person. He has to enhance his soft-skills by making himself an equally task-oriented and people-oriented leader.

Ans/-7. Yes, I would be happy to have George or Preet as my boss. A general comment: Satish's boss should have familiarised Satish with the formalities of the meeting with George.

## Purpose:

1. A case study on employee management.
2. About this case study: ● The purpose of this case study is to primarily consider a hypothetical situation involving the understanding of a new employee by the manager ● Gap in communication can happen in corporate communications, the effectiveness of a meeting/discussion is determined by whether everyone is on the same page ● It all depends on how miscommunications and judgmental decisions are handled
3. Case scenario ● Satish was a Sales Manager for an Industrial Products company and got promoted to the Product management team. ● after a week in his new role there was a meeting headed by the VP Mr. George which included all the 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 where George got into a series of questions from him to every Product Manager. He was known to be pushy and a blunt veteran in the field.
4. ● When George started grilling Satish, being new to the product, he was quite confused and fared miserably. Preet immediately understood that George had possibly failed to remember that Satish was new to the job. ● As he was thinking to interrupt George and making him aware of the situation, George strongly commented on his disappointment from Satish's lack of knowledge. Satish was visibly angry at the treatment meted out by George but he also chose to keep mum ● After the meeting George asked Preet to stay back and questioned him whether he was too hard on Satish. Preet disclosed the original matter to him then. ● On hearing this, George called perplexed Satish to his room and apologized for his behaviour. He further stated, "For everybody, time is required for learning. I will expect you to know all the nuances of your product in three months' time. Until then you have my complete confidence" and ended the conversation with a big reassuring handshake.
5. Analysis Why did George apologize to someone who is a lot junior? To keep up his morals and attachment to the company.
6. ● How should one respond to George's apology? If I were in Satish's place, I would thank George and promise him to learn things well within the given time. ● Would you employe

George? Yes, I would employ George in my company. The ability of one to realise his mistake is truly appreciable especially if he is in a much senior position.

7. Deductions: When a person goes up in a career ladder, he has to have an overall view of the people and the processes. He has to understand that it is people who do the processes. He has to understand the importance of HR Management. At the same time, he should be uncompromising in the processes and quality.

### **Conclusion:**

When a person goes up in a career ladder, he has to have an overall view of the people and the processes. He has to understand that it is people who do the processes. He has to understand the importance of HR Management. At the same time, he should be uncompromising in the processes and quality. This would make a leader a class apart.