

# HR IN PUBLIC SECTOR



## Submitted By

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## Assignment Final Term Exam

**Submitted to**  
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**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 reminder 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 during the meeting. George admitted that he had made a mistake and asked his secretary to get Satish 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." Satish was left speechless.

George continued "I would like to state a 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. Until then you have my complete confidence." George closed 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?
  2. If you were in Satish's place, how would you respond to George's apology?
  3. Was George correct in saying that Satish is there to correct "stupid mistake" of his boss and George?
  4. As an HR manager would you employ George in your company? Why? Or why not?
  5. Did Preet make a mistake by not intervening during the meeting and correct George's misconception about Satish?
  6. As an HR manager, how would you define the character of George - bullying but later regretting? Does his attitude need to be corrected?
  7. Would you be happy to have George/Preet as your boss?
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## **Question 1**

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

### **Answer**

I certainly do believe it was necessary for George to apologize to Satish. The act of an apology shows Satish that he is surrounded by a reasonable and intelligent man whom is not just solely concerned about the work being completed but a VP whom can accept when he is wrong and how sympathy and consideration that he was new to the position and did not have adequate time to prepare.

## **Question 2**

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

### **Answer**

If I was Satish, I would have responded the exact same speechless however if I was required to address my concern with the matter, I would have told Mr. George that I accept his apology. Then I would have proceeded to tell Mr. George that I look forward to working hard within this position and today would be the last day that I am unprepared for any and all future meeting because I am a dedicated and hardworking employees and I intend to super cede any expectations of me. I would close by stating that I take this promotion very seriously and thank you the opportunity and I look forward to making a difference.

## **Question 3**

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

### **Answer**

George was very unprofessional for making such comments to Satish because as VP. This would indicate that he has encountered Keatn; Satish boss making mistakes prior and even send the message of Ketan incompetence to handle the position that he holds. In addition, it portrays that George may have a personal vendetta with Ketan because of how he chose to express that particular thought so loosely without considering the environment that he was in.

## **Question 4**

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

### **Answer**

I don't believe it would be a questions of if I would employ George in my company. Because Georges's position that he holds can be the result of his hard work and dedication and any sensible individual would be honored to have someone which such determination and knowledge to hold such a prestige position. So the answer to the question is yes. I would employ George at my company because of his work ethic and his commitment to what he does and I would ensure that he receives the proper training and leadership skills to manage individuals not in a senior positon like himself.

## **Question 5**

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

### **Answer**

I honestly believe that Preet handled the situation with professionalism and poise. I certainly do believe that if Preet did interrupt Mr. George and correct him in front of the other Product Manager it would have been a display of disrespect and disregard for authority. As a result, sending a bad message to Satish and all other person present.

## **Question 6**

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

### **Answer**

As an HR manager, I would define the character of George to be focused solely on the product. Yes, I can agree that focus can bring about growth and development for the benefit of the company however George did not stop for a second and think before reacting. Causing Satish to be embarrassed and angered by his approach. I do commend George for recognizing his actions and seeking to make restitution quickly to avoid any workplace conflict arising and even displaying to Satish an image of leadership that is negative. I do not believe that George behavior was intentional to hurt or offend Satish but I certainly do agree that it was harsh. George character speaks of one who is focused on his duties and responsibilities.

## **Question 7**

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

### **Answer**

I would be happy to have Preet as my boss because he displayed professionalism at all cost even when he wanted to address the situation at the present moment. I admire the fact that he is a reasonable and logical man. He would make a great leader and an example of what managerial leadership should reflect and he would certainly receive more positive feedback from his colleagues and employees because of his tactfulness and professionalism. I would not disapprove of George as my boss because he did self-reflect and made an immediate attempt to right his wrong and that is not only commendable for a man but speaks volumes to his potential as a leader. I do agree that he may need more training when it concerns his communication, delivery and so forth but his drive is what will produce the results that the company need.

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**End Paper**