Power, Influence, and Leadership - LZT2

You have recently been hired as the manager for the Global Network Administrators Group to enhance operational functionality. Part of your team works in the U.S. office; the other part of your team works in India. The administrators in the U.S. office have been allowed to do their jobs without direct supervision. Some employees in the U.S. office do not adhere to the following company policies: Network connectivity issues should be responded to within 4 hours; resolution of network connectivity issues should occur within 24 hours; and all issues should be documented, categorized, and put into a web-accessible frequently asked questions (FAQs) document for future troubleshooting purposes.

The company network has been breached several times and runs slowly, and it is difficult to get a response from the U.S. office related to network connectivity issues. The office in India has been overloaded with requests to check connection issues at the U.S. office, making it impossible for the India office to respond in a timely fashion to the international issues for which they are responsible.

In order to enhance operational functionality, you must consider the ideas you wish to implement and formulate a strategy or approach. You must also consider the impact on the stakeholders of the business, including the shareholders, the customers, and the employees. Equally satisfying these three groups can lead to a well-balanced, successful organization.

1.    Summarize a leadership style or strategic approach that is effective for influencing the desired change at Global Network Administrators Group, using examples from the scenario or external research. Leadership Style/Strategic Approach:  Identify and summarize one leadership style or strategic approach that will help influence the changes you desire to make for this team, using scenario-specific examples.

Rubric - The submission summarizes a leadership style or strategic approach that is effective for influencing change at Global Network Administrators Group by using examples from the scenario or external research.
\* Acknowledge sources, using APA-formatted in-text citations and references, for content that is quoted, paraphrased, or summarized. Demonstrate professional communication in the content and presentation of your submission.

2.    Describe how the organizational culture at Global Network Administrators Group is impacting employee adherence to company policy. Use details from the scenario to support your claims. Organizational Culture Influence:  First identify the existing organizational cultures, then discuss how the organizational cultures at this company are impacting employee behavior and adherence to company policy.  And finally, be sure and discuss what you would do about it, and be sure and provide two scenario-specific examples to support what you say.

Rubric - The submission describes how organizational culture impacts employee adherence to company policy and uses details from the scenario to justify the selected strategies or approaches.
\* Acknowledge sources, using APA-formatted in-text citations and references, for content that is quoted, paraphrased, or summarized. Demonstrate professional communication in the content and presentation of your submission.

3.    Identify conflict management strategies or approaches that you will implement to address the conflict at Global Network Administrators Group. Use details from the scenario to justify the strategies or approaches you have selected. Conflict Management Strategies:  Identify (WHAT) and explain (WHY) two strategies or approaches to address conflict at this company.  Again, use details from the scenario to explain and justify these approaches (HOW).

Rubric - The submission identifies conflict management strategies or approaches that will be implemented to address the conflict at Global Network Administrators Group and uses details from the scenario to justify the strategies or approaches selected.
\* Acknowledge sources, using APA-formatted in-text citations and references, for content that is quoted, paraphrased, or summarized. Demonstrate professional communication in the content and presentation of your submission.

4.    Summarize communication strategies or approaches that Global Network Administrators Group will implement in order to foster engagement and collaboration between internal stakeholders in this scenario. Collaborative Communication and Problem Solving:  Identify (WHAT) and explain (WHY) two strategies or approaches to help foster engagement and collaboration between stakeholders.  How will you get the stakeholders mentioned in the last paragraph of the scenario collaboratively engaged?  Again, use scenario-specific examples to justify how these strategies will work within this group of stakeholders (HOW).

Rubric - The submission summarizes communication strategies or approaches that Global Network Administrators Group will implement in order to foster engagement and collaboration between internal stakeholders in the scenario.
\* Acknowledge sources, using APA-formatted in-text citations and references, for content that is quoted, paraphrased, or summarized. Demonstrate professional communication in the content and presentation of your submission.