

Case Study:

Lab

Introduction:

The case study discusses the core issue that how the ~~seniors~~<sup>ideas of</sup> a new participate in a group were not given due attention by the formal participates of that group. The scenario revolves around the bitter fact that the seniors in an organization have an ignorant attitude towards the ~~the~~ opinions and participation of a novice in a group meeting. The purpose is to inform how, in the storming state of a group, the seniors decide the power play in the group, making the new member a passive participant.

Background:

The case we are analyzing shows how Qasim was excited about being in the list of people selected for making a presentation on "The Review and Renewal of Hiring Policies in the Annual Meeting". Qasim was eager to present his ideas to the seniors as he was the only novice in the group. He researched and worked hard to prepare his points as he wanted to play his role in the amendment of some hiring policies, but, the moment when he entered the meeting room, the three senior members of his group



Abdul-Rehman, 19L-1135, CS-D1, Pg no 2

gave him a cold shoulder, totally ignoring, his involvement or his opinions in the meeting by telling him to only make changes in the last year's presentation on the points that they had composed in the meeting.

In the literature given to us "Group Problem Solving Process", it is stated that "Develop Alternative Approaches: Make a list of as many possible solutions as you can. Do not judge correctness or feasibility here.", however, in the above case, the group ~~it~~ did not list all the possible solution as they did not invite Qasim to give his evaluation of all the solution.

Also in the literature, it is also stated, "Questioning ~~the~~ Approach: As you move through each section, allow your group to take sufficient time to think critically before moving on", but, the seniors did not give Qasim a chance to share his critical opinion on the points.



### Alternatives:

The first alternative is that Qasim could have informed ~~the~~ his group members, before hand, that he was going to prepare some points on the Hiring Policies rather than <sup>trying to</sup> ~~informing~~ ~~inform~~ them at the ~~spot~~ meeting but this might not work as they could again have the meeting among themselves, and not giving Qasim a chance to share his views.

The second alternative is that Qasim should have been more courageous and should have spoken his mind, before the seniors had left the meeting room, however, it could also back fire as the seniors can consider Qasim as inexperienced, totally rejecting his views.

The third alternative is that Mr. Y should have stopped the other <sup>two</sup> seniors and asked them to take Qasim's opinion rather than passing a ~~demeaning~~ <sup>demeaning</sup> remark. ~~But~~ But this could fail as the other two could have made ~~a~~ an excuse that they had something to do.



### Proposed Solution:

In my opinion, the proposed solution is that Mr. X should have asked Qasim for his opinion of the points they (the seniors) had formulated, encouraging his involvement (Qasim's) in the conversation, before assigning him the task.

Even in Pakistan, in organizations, the senior members of any group, totally discard or devalue the opinions or ideas of their juniors and don't give any importance to the engagement of the juniors in the discussion.

In conclusion, I would say that, to think that a junior's opinions isn't that important when three seniors have already discussed on it, is natural in any group, however, to work in a group means to give equal importance to every member's opinion and selecting the best solution or proposal. Therefore, the three seniors should also listen or hear out Qasim's proposal, so that every member could participate in the conversation and they could come to a collective agreement of the best proposal for the solution of the problem at hand.



## Scenario Questions

### Q #1

- i) Passive behaviour is expressing our personal preferences or our rights as we value our connection with people more than our freedom and we don't fight for our rights ~~by~~ because we are afraid of losing our connection with other person.
- ii) Aggressive behaviour is to enforce our needs and preferences over our partner's needs without any ~~regret~~ regret.
- iii) Assertive behavior is to defend or give importance to our needs also respecting the needs of our partner.

The solution to the problem is that the student should have an assertive behavior, this will not only help him solve his issue more calmly, but also, it will help preserve his image in the eyes of the teacher.



Q #2

The co-workers should address ~~the~~ or understand Robert's needs and should not pass such remarks on him, this will ~~satisfy~~ satisfy Robert's need and resolve the issue.

① Identify the problem:

Robert should inform the co-workers that his mother's last name is Hispanic, but his last name isn't Hispanic.

② Describe the ~~the~~ problem in terms of feeling:

Robert should inform his co-workers that he ~~feel~~ feels like a "race traitor" when he does not bother to address ~~the~~ their jokes