

ICT3007: Management of Computer Engineering Projects

Case Study 1 - Succession Transition and Company Turnaround

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1 Part C: Reflection

1.1 1. What did Julie decide to do about the leak of confidential information in Sam's team? Discuss what she should have done? Why?

What was done:

- Julie decided to confront Sam directly about the leak of confidential information in his team.
- She decided not to escalate the issue to the board
- To avoid damaging Sams reputation and her own.

What should have been done and why:

- Julie should have spoken to Sam in private about the leak of confidential information.
- She should have convinced and advised him to discuss this issue with Steve and John possibly at a board meeting.
- Since the leadership dynamic is small and still a family dynamic there shouldn't be reason to not discuss this issue with the board.
- No ones reputation should be damaged if the issue is discussed in a professional mannerr.

1.2 2. What did Sam decide to do about the software bug in Julie's product? Discuss what he should have done? Why?

What was done:

- Sam decided to confront Julie directly in a sincere manner.
- He should explain the situation and the consequences of the software bug.
- This would allow Julie to fix the issue before the launch.
- After the bug is fixed, in the next board meeting, Sam should discuss the issue with the board.
- Applauding Julie for her work and the quick fix of the bug.
- Also shining light on his ability to see the bigger picture and help the business even outside of his departmental responsibilities

What should have been done and why: Agreed with the actions taken by Sam.

- 1.3 3. What did Steve decide to do about the conflict? Discuss what he should have done? Why?
- 1.4 4. What did John decide to do about monitoring Sam and Julie? Discuss what he should have done? Why?

What did John do:

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What should have been done and why:

2 Post Announcement

2.1 5. Discuss the consequences of the announcement

- True John's actions Julie and Sam now know how each other would react in similar situations.
- This might bring them to trust each other further.
- The announcement makes John seem unreliable, as he does not respect the family values that he preached and enforced.
- Although it might have been a lesson for Sam and Julie, it evoked a disturbing scene that they had to tackle during operation.
- Steve will see this action from John as unprofessional. There would have been other ways to test their leadership principles. Without going behind their back and causing drama.
- Steve might be taken a back from John's actions and might reconsider his position in the company.
- Although the concept of John's actions might have been to test Sam and Julie, it was not the right way to do so.
- The announcement might have caused a rift between the family members.
- OpenAI. (2024). *ChatGPT: Language Model by OpenAI*. This tool was used to formalise bullet points and questions about the preparation- and evaluation-phase.
- Learnexus. (2024). *Elevate Your Training: Effective Role-Playing Techniques for Managers* <https://learnexus.com/blog/effective-role-playing-techniques/>
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