

Organizational Development Theory

Student's Name

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### **Part One: Introduction**

The theory of Organizational Development (OD) helps in the expansion of knowledge and efficiency of individuals in ensuring that they have accomplished a more successful change, productivity, and performance within an organization (Cummings, 2008, p14). It is a process of continuous analysis, development, putting into practice, and assessment. The ultimate aim is to transfer skills and knowledge to an organization, thus ensuring there is an improvement in the capacity of solving problems as well as management of future changes (Anderson, 2011).

Organizational behavior focuses on the complex interpersonal skills as they affect the critical activities of solving problems within the organization.

### **Example of Organizational Development Theory**

Organizational Development is an orderly approach towards the improvements in an organization concerning behavioral science theory and research. According to Maori, leadership was traditionally decided by being firstborn male from lines that were chiefly even though there were instances where roles of leadership could be acquired by force of character (Mika & O'Sullivan, 2012). An example of OD Theory is when an organization creates a system of project management. A self-regulating organization which pays attention to improving how representatives oversee activities can utilize organizational development in guiding out a procedure for making, or discovering, a task the board framework (Cummings & Worley, 2009, p.152). With an undertaking the executive's structure set up, representatives might almost certainly work more intelligent, sorting out errands in chronological order, recognizing which assignments are more important than others and laying out the assets that are important and will help the business to from the start up to the end. Thus, there are instances where customers can

get better items in terms of quality and time delivery compared to if the organization had not established an undertaking the board framework.

The first professional practice is when an organization chooses to revamp the marketing message. The main message used in marketing is what an organization uses to draw in consumers to a great extent, and it relies on the image as well as the objective of the market (Lubin, Lubin, & Goodstein, 2002). The organization can examine the manner in which customers reacts to the message on advertisements and get negative results. As a way of improving the organization, arrangements to rebrand and changing the advertised message to one that echoes and resonates with customers is critical.

Also, employee training is another professional practice. Training can improve the proficiency of the work of the representatives as well as the dimension of customer service that the clients receive. Substandard customer service can produce bad deals and a worrying bad reputation for the organization. By creating new and innovative customer service training programs, successive to examining the prescribed procedures and methods for preparing, organizations ensure that their employees are equipped with skills and knowledge that are utilized in attracting new customers and at the same time ensure that there are repetitive customers (Rothwell, Stavros, Sullivan, & Sullivan, 2009, p.32; Burke, 2008)

Improving the relationship between the organization and the community is another professional practice. It is hard for an organization to be acknowledged continuously primarily in the community that they serve (Egan, 2002; Marshak, 2006). However, it is essential to ensure that the organizations are putting up projects that will benefit the local community and their relations. This is because the brand image and reputation of the organization will significantly increase in terms of network and thus creating an opportunity and room for more ventures. This,

therefore, will help the organizations to come up with strategic approaches that will remove the offerings and ensure that they are benefiting from the business and the reputation (Brookins, 2019). Through organizational development, it is possible for the business to come up with policies and methods where the product can be removed without affecting the existing consumers, affecting other lines of products or leading to excessive expenditure.

### **Part Two**

The advantage of having a team is that it ensures that individuals with different qualities can utilize them for the benefit of the team and the organization at large. There are four domains or categories of Clifton that are used to measure the strengths as per a test. These consist of executing, influencing, relationship building, and strategic thinking. The Clifton based strength test is an assessment tool that helps people to identify, comprehend, and maximize their strengths either individually or as a team. The test helps in identification and building on areas where a person has infinite potential, thus leading to growth and success. The team that I will assess consisted of five members, that is, Shengnan 1000055703 Annie, Nana 1000050120 Nana, Nirmal Kumar 1000060848 and Kevin 1000059610 Patel. The results of the tests of each team member were as follows:

Team members	Results of the Clifton Strength test
Shengnan 1000055703 Annie	Achiever, focus, responsibility, relator and analytical
Nana 1000050120 Nana	Arranger, maximizer, developer, empathy and individualization
Nirmal Kumar 1000060848	Activator, competition, individualization, positivity and ideation

Kevin 1000059610 Patel	Consistency, deliberative, responsibility, empathy and harmony.
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The Clifton strength test indicated that each team had different strength in different domains, making it easier for the team to succeed. Shengnan 1000055703 Annie and Kevin 1000059610 Patel had their strengths in executing, Nana 1000050120 Nana strength was in relationship building while Nirmal Kumar 1000060848 strengths were in influencing and relationship building. This is an indication that each team member had a part to play in ensuring that the team succeeds. The four domains and what they stand for is as follows:

#### I. Executing

It consists of nine themes; achiever, arranger, belief, consistency, deliberative, discipline, focus, responsibility, and restorative. The themes are considered the hardest working amongst all other categories (Gallup, 2017). People in this category ensures that things get done accurately, in time and with precision. They ensure that hard work is done after the formation of a team as this increases the ability of the team to get things done when required. Ensuring that ideas are put into action is critical and the most crucial part of this domain.

**Conclusion:** From the team, it is clear that the strengths of two team members; Shengnan 1000055703 Annie and Kevin 1000059610 Patel, are in this domain. To supplement that, Nana 1000050120 Nana has one strength in this domain that the other two lack. This means that the chances of ensuring that things get done in time and accuracy are very high.

#### II. Influencing

It is the second domain that consists of eight themes. These include activator, command, communication, maximizer, self-assurance, significance, and woo. The influencing domain

indicates the ability of a group to sell big ideas. The team can take charge, speak up, and ensure that they are heard. These strengths are an indication that the team can be of assistance when they are required to get to a bigger audience or meet a bigger goal (Gallup, 2017; Rath & Conchie, 2008). This can be externally or internally as there is a need to influence forward.

**Conclusion:** Nirmal Kumar 1000060848 is seen to have more strength in this domain, meaning that she has the potential of ensuring that the team meets their goal. Also, Nana 1000050120 Nana has one strength in this domain, and this is an indication that the team will be able to sell their big ideas effectively.

### III. Relationship building

This domain has the unique capability to take the component of humanity and turn it ensure it is considered in the equation. It consists of nine themes. These include adaptability, connectedness, developer, empathy, harmony, includer, individualization, positivity, and relator. These themes investigate how people belong in a bigger aspect and how they can make ways that ensure that they succeed. The themes make reliable and robust relational connections that ensure that a team is bound together around an idea, a cause, or as individuals (West, Tjosvold, & Smith, 2008).

**Conclusion:** From the group, Nana 1000050120 Nana have three themes in this domain. In addition, Nirmal Kumar 1000060848 and Kevin 1000059610 Patel have two themes in this domain while Shengnan 1000055703 Annie has one theme in the main. This is by far the team's strength and it means that the probability of the team to stick together and work as a team are very high. This improves personal relations aside from being a team, making it easier for the team to thrive (Peterson & Seligman, 2004).

### IV. Strategic thinking

This domain indicates the ability to make new plans and accomplishing ideas that are created to solve a problem. It consists of eight themes, which include analytical, context, futuristic, ideation, input, intellection, learner, and strategic (Gallup, 2017). The themes help in thinking about a current problem or being imperative on how to deal with future challenges and making new plans. The domain helps in ensuring that the themes have enabled individuals to take an idea or a thought and come up with the best way to move forward regarding it.

**Conclusion:** Shengnan 1000055703 Annie and Nirmal Kumar 1000060848 each have one theme in this domain. This is the team's weakness as it clearly indicates that the team finds it hard to focus and brainstorm on what should be done to ensure that they are successful (Kaiser & White, 2008).

### **Recommendations**

1. I recommend that the team work extra on domains that the strong are only in a single person. For instance, the domain of strategic thinking. This can be challenging for the team since only two people have one theme each. Working together as a team, even for those who do not have strengths in the area will make it easier for the team to thrive in strategic thinking. Working together as a team in such an instance motivates other team players to ensure that there are increased chances of selling the big ideas.
2. I recommend that the team should maximize their greatest strength. For instance, all the team members have shown to have at least one theme in the domain of relationship building. This means that the team should take advantage of this strength and ensure that the element of sticking together and working as a team is maximized. This improves personal relations aside from being a team, making it easier for the team to thrive.

### **Conclusion**

Organizational Development (OD) theory helps in the expansion of knowledge and efficiency of individuals in ensuring that they have accomplished a more successful change, productivity, and performance within an organization. The ultimate goal is to transfer skills and knowledge to an organization, thus ensuring there is an improvement in the capacity of problem-solving as well as management of future changes. Using Clifton based Strength test is vital in an organization as it assists in moving away from the command-and-control style of management. This ensures that there is the creation of an organizational culture that will focus on the strengths and development of the people. Embracing the change will help employees as well as clients to have a better experience in the company.

Focusing on strengths and ensuring that there is leverage the strengths of others is essential in leading to success and thriving of the team and individuals. It is through this that team members learn to be patient and learn from others for the sake of the success of the group. This can help an individual to supplement their strengths. The four domains help in bringing awareness of the need to have a team with people who have different strengths as this increases the chances of success. For instance, an individual with no relationship building themes can have meaningful and fulfilling relations and teaming up with people who have strengths in this domain is essential, especially when relationships are of importance. Being aware of different areas where an individual has no strengths and understanding that team members with strength in different areas help in ensuring that there are generative ways of partnerships.



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