**World University of Bangladesh**

**Term Paper**

**On**

**Organizational Behavior**

**Course Code: BUS-702**

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**Case #01**

**Answer to the question no 01**

The strategies mentioned here are merely a temporary solutions and will not exactly help Ted and Seeru in the long run. However, if they want to continue there are some other strategies that can help them. They are:

* Watch for the patterns: The patterns could be time of the day, day of the week/month. Similarly the pattern could also involve activities that trigger the mood swing. By studying the pattern of Margaret’s mood swing Ted and Seeru can reduce the risk.
* Avoid the triggers: Right now activities such as gifting and avoidance are only helping them to sooth the mood. However it does not prevent the mood swing from happening. After studying the pattern, Ted and Seeru could make a list of events that trigger her mood swing. Avoiding those events rather than avoiding the person may help the team better.

These strategies again are only temporary solution. In order find a permanent solution Ted and Seeru needs to

* Bring it to notice of the skip level boss: They need to make sure that Margaret’s boss gets to know about the toxic environment that has been created. This likely needs a permanent solution such as counselling for Margaret and/or psychological help. Ted and Seeru should see that the boss gets to know about this.

**Answer to the question no 02**

Ted and Seeru are at the receiving end of Margaret’s moods and it is likely a very stressful situation for them. They need to make sure that they are also handling the stress that they themselves face in the workplace. In order to do that they need to use some stress management tactics such as

* Exercise regularly, timely sleeping and maintaining a healthy diet
* Building friendship
* Journaling the stressful events
* Taking a break between work
* Breathing systematically
* Attending stress management seminars

**Answer to the question no 03**

Working for Margaret is stressful not because of the bad moods but the uncertainty that the mood swing creates. This uncertainty of not knowing when she will get angry causes anxiety. Naturally normal people are prone to avoiding conflict at workplace and mood swings of a boss puts them in a difficult situation. When this conflict appears without warning or any prior knowledge it makes for a very uncertain and emotionally risky workplace. That is why working for Margaret is stressful.

**Answer to the question no 04**

 Margaret was probably hired for this position because she is qualified for the job. However, while her IQ may be at par with the requirement of the organization, her EQ is not very suitable. If the company did not have a mechanism to measure the EQ during the hiring process it is possible that she had been selected solely based on her experience and skills.

When it comes to legal and ethical ramification, as Margaret’s boss, I would first try to speak to her and see if she can control her moods and urges. If not then possibly I will ask the HR to intervene and arrange for counselling services for her.

**Case #02**

**Answer to the question no 01**

**Terry’s bases of power:**

a) **Coercive power** illustrates the ability of an individual to punish another individual. Punishment could be mild (suspension) or serious.

In the above case, Terry holds this form of power to punish his peers in the department.

b) **Expert power** illustrates the power accomplished by the individual due to his or her knowledge, competencies, abilities, and experience.

In the above case, Terry holds this form of power because he has unbeaten technical skills, he can solve every customer service issue, and people look for advice from Terry as he handles the overall department.

**Jake’s bases of power:**

**Referent power:** It is a form of power that describes the person's capability to influence, inspire, and guide other individuals. A person who has referent power; individuals respect and admire them.

Jake guides Terry to set his priorities and mentors him to concentrate on his future. Jake had also guided several other employees, and those employees still call him to ask his advice and opinion on certain issues or matters.

**Answer to the question no 02**

Indeed, assuming the Terry takes the job of supervisor, his bases of power will move from Expert powers to coercive and reward powers.

Coercive would be in sense like it would be generally another field for himself and he needs to oblige with the sets of his seniors as he would likewise not gangs experts view and can't have the option to pass judgment on any disparities in approaches and methodologies to be repair. From past numerous years Terry appreciated consideration of individuals of its staff however assuming that he would move in promoting it would be an alternate domain for him so he would be constrained now and again what he would rather not do. Coercive power is straightforwardly connected with rewards coercive power would be unfortunate it would make disappointment in Terry and which would influence its reward and motivators.

**Answer to the question no 03**

Autocratic leadership is also known as a boss centred method. A leader holds the power and makes decisions without any other opinions and involvement of employees.

A leader gives commands, and employees are required to obey. An autocratic leader acknowledges or rewards the employees to stimulate and punish them every time when it is significant. This thing aids to make quick decisions and provides positive outcomes by achieving the objectives.

In the above case, Terry takes all the decisions and knows how to handle the employees in his department. All the things are cannot be done without the informal approval of Terry in the department. Terry utilizes his time to punish or reward or acknowledge the employees.

Terry is the kind of person who likes to hold power, which means has the attributes of an autocratic leader.

Hence, Terry is an autocratic leader.

**Answer to the question no 04**

For the future a leader in the association will allude to referent power and expert power. Leader models, for example, Frank will assume a significant part in managing power issues in an association. Since with the expertise and magnetism moved by these leaders in an association, the reactions they get from partners affect better choices later in taking care of each issue in the association.