

BMSW6103

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Introduction

Managing change in the organization of a company as a Post Office is not easy on the contrary, it becomes quite difficult, but it becomes one of the necessary processes to be carried out in critical situations of great magnitude. I took the post office organization to study how the post office group structured change in the organization. I noticed that a new culture was adopted which is called the management style change system in the Post office. Throughout my report I will point out how the change factors in the administration were structured and managed by the Post office organization group. To develop manager styles - The development plan was implemented and evaluated so that the reports of the new change plan could be known and how it works.

A little introduction about the Post Office Group:

Across the UK it is known that when it comes to post, order, and other services such as you are a state bank to have insurance for your car in the UK, there is no way not to know that you should go to the royal post office. The Post office and who manages Royal Mail in the UK. The Royal Mail is one of the most important businesses in the United Kingdom as it is from where all our parcels and mail circulate within the country and circulate throughout the world. The Post office is proud to have Royal Mail at its command and to where millions of letters are produced and delivered to the appropriate address in the UK every day, thereby establishing the group's brand of royal mail. Just out of curiosity they employ around 200,000 people for their postal services.



Interview



- How can a consultant help to solve the problem?

a consultant can make a map of processes that are functional and beneficial for the needs that the company is facing or the project of the same, adding positive evolutions of processes and describing the company's business rules.

- Could you describe whether the problem can be solved using an external or internal consultant?

the consultant I would use would be an external one because I think the company needs some fresh air in the sense that the external consultant in these situations will bring a diagnosis and proposed solutions, improvements in relations and organizational climate, development of people and teams, management of change, process improvements and succession.

- What challenges will an internal or external consultant face when negotiating for the role?

challenges will always be challenging for both internal and external consultants, but some that may be notorious are:

Keep up with market trends. ...

Satisfy the needs of the public. ...

Business consulting helps keep prices competitive. ...

Gain prominence in the segment of activity. ...

Count on successful people management. ...

Business consulting assists in financial health.

- What challenges will an internal or external consultant face during the problem-solving period?

any company that will need a consultant, whether internal or external, will face problems such as

- Lack of direct consulting experience. ...

A consulting professional must be able to give advice on strategy, management, and business organization, which is why experienced and great professional maturity are needed.

- Great amount of knowledge to delve into. ...

The consulting area is a world of information, which can get lost in what to study and where to start, so calm down, that's part of it.

- Few benchmarking to be based on the projects. ...

First, there is a question to be answered: "What is benchmarking?" It is a process that aims to compare services and products and management practices, with the aim of achieving continuous improvement. In this way, it is possible to make more assertive decisions within the consultancy.

At the beginning of your career, you will find it difficult to contact companies, for that you need to look for references on the internet, search for videos on YouTube, among other ways.

- Lack of successful cases to position itself.

It is here that there is a great challenge to be overcome, because when you start your career, you will still not have success stories, but from the first service you do, you will already be able to measure the results, collect testimonials, collect information, learn from it and start having your success stories.

Definition of an organisation.

Organizations are nothing less than the combination of individual efforts, together with material, technological, administrative, and financial resources, to conduct collective purposes. They are characterized by the existence of objectives, planning, division of labour and hierarchical structure. (R Lozano - Sustainability, 2018)

Meaning of organizational behaviour.

And the analysis of human behaviour focusing on individual and group attitudes and actions in the work environment. (RT Mowday, RI Sutton - Annual review of psychology, 1993)

The four types of organizational design?

Organizational Structure for Companies with Examples and Benefits

The four types of organizational structures are functional, multidivisional, flat, and matrix structures. Others include circular, team-based, and network structures. (RM Burton, B Obel - Journal of Organization Design, 2018)

Company's Board of Directors

1988, documents the reactions of the members of the House Committee on Post Office and ...companies contributed 56.9 percent of the financial support and 48.4 percent of the directors. I ...” (CG Benda - Politics & Society, 1980 - journals.sagepub.com)

The board of directors is responsible for strategic decisions and logically directly influence all operational aspects of the company. They are responsible for the company's market capital, which will affect the decisions taken. The main interest of investors is that they are satisfied with their investments, thus leaving the owners satisfied with the choice made by the people who take on the management of the company and the offer of products and services.

WHAT IS AND WHAT IS THE PURPOSE OF ORGANIZATIONAL DESIGN OF POST OFFICE?

With the advancement of technologies, the Post office felt the need to obtain some change so that it stands out in the face of the vast competition that has come to exist by implementing new methods throughout the organization. What this change can bring is simply a motivation for the economy, the current organization, the needs of the organization as well as others. As a form of structure, I will explain why this organization sought change.

The Insurance, Letters, Packages, Banking, Travel business, among others, was ¹divided into several sections, such as:

1. Tough regulations and policies
2. Process-dominated organization
3. technology lag

Difficult regulations and policies:

The Post office has ¹different regulations, which increases customer choice and competition. it is exceedingly difficult for royal courier to accept other proposals made. because this ends up affecting the ability to serve customers at a single price and stability. Variations will always affect customers to a greater extent. What will bring the weakness of the company. as the postal group will suffer a lot of external pressure from the government will also increase. A question about how the actual group had achieved stable profitability. This created a need for change in the organization.

Process-dominated organization:

The organization is totally dominated by the process thus demanding the bureaucratic style of passive employees. With this it will cause ¹great operational losses, therefore the motivation of the workforce will decrease. The workforce will then form a union that will lead a strike. This type of action will cause the organization to lose value. Therefore, it is necessary that the change in management is conducted in this organization.

Technological gap:

Today in the world we live in, technology has increased in gradually. More with this advance, organizations were created so that they can change their form and style of process.

The strength and weakness of bureaucratic organization

"... Bureaucratic power – the power derived from the formal authority of the bureaucratic organization – ... as limitations of bureaucratic power. We argue that the very institutional sources of ..." (X Zhou, Y Ai, H Lian - Rethinking power in organizations, institutions ..., 2012 - emerald.com)

This type of organization is very well structured because they have clear authority and process control. They are placed in stable environments. Technology can be used constantly in this type of organizations. The process that is used, the technologies that are used are quite difficult, therefore, the work for this type of organization is quite rigid. The organizational structure is structured in such a way that only work that is done will be processed and done.



Strengths:

"... But individuals cannot be kept in the system by rule ... it brings the top and bottom of the more united organization. ... Strictly speaking, this affiliative motivation is another form of ..." (D Katz - Behavioral science, 1964 - Wiley Online Library)

In this organization, the rules and behaviours are kept together and very strictly. operations are implemented even with changes, whether personal. The orientation is impersonal and structured and will have to have a functional specialization that will be a main source of the functional vision of the work. The tasks will be assigned and have a stability for this type of organization. Having the technical knowledge of an employee there will be promotions that will often be initiated or granted. The work is done based on recruitment through a base that will be the merit. It will be with everything that fits for this type of organization. Whatever the process will be legally defined by the qualifications that are evaluated before being deployed.

Weakness:

The organizational structure is also explained here so you can see what changes the organization needs to make. This organization has one rule: the power is not in the individual, but in the position. Delays caused by strict rules and regulations Rational lapses from inconsistent decision making.

In the organization, the people of the organization have no interest. Strengths and weaknesses of law enforcement.

Other Forms of Organizational Development.

Organizational development is considered a planning project. There are many ways to help with different problems. Take plans and actions for organizational change. Management uses different methods to achieve this goal. The main objective of a management plan is to achieve goals and changes. There are several types of work. Many activities combine to create different programs. All work includes organizational research, analysis, conflict management, team management and organizational restructuring.

Interventions:

Human Resources – includes team building, consulting, and hiring process.

Technically safer – can also be defined as technical structure.

ex. Management is called total quality management, process redesign, and work/process design.

Management - human resources

for example. 1. Diversity Management 2. Performance Management 3. Employee Evaluation and More

Strategic Process

Example. participation in cultural change, organizational transformation, self-design, and strategic management

Cognitive training:

¹ The main objective of this training is to understand the behavioural side of yourself and understand the perception of other people. It can improve getting feedback, reduce interpersonal conflict, improve openness to people, Increase listening and other skills. Improved organizational efficiency and productivity. Played an especially key role. It has a wider range, but no specific target.

Survey answer:

Data analysis is done using different methods. Information sharing is particularly important at all levels of the organization, data collection is done at various levels. Solutions to the problem are developed only by the participants and are important to the organization.

Process query:

Process benchmark needed to make the process more effective, set a goal to improve a given process, and improve problem-solving methods and increase participation. More measures/pressures are implemented to reduce interpersonal problems.

The requirements process identifies which processes need to be improved.

Intervene in teams:

Improve the performance of workgroups in the organization very quick diagnosis of problems.

The main objective is to maintain and improve organizational processes and team relationships team members and top management meet to decide on a problem diagnosis. Whole groups and divided into subgroups to collect various information for organizational development are formed. Giving advice to achieve goals Meetings are only necessary and periodic. Plans are developed and actions taken are carefully followed and the plan is made available to representatives.

Team-building enhancement meeting (formal):

Team-building team meeting held at remote location issues are discussed and members given different responsibilities thanks to outside consulting.

Team Building Techniques:

Positive acceptance of things and self-awareness are especially important through protection and confrontation, negative emotions can be neutralized. Physiotherapy is intended for individual care.

Role Analysis – by John Thomas:

The focal role is the name of the role and a process of experiencing the roles of team members.

Team leader recommendation, expectations are met by making concessions, some issues are resolved. (JJ Thomas, Z Shen, JE Crowell... - Proceedings of the ..., 2001)

Intervention – Construction of intergroup teams:

Improve relationships between diverse groups within a group flow easily.

Ease in the communication process of clear and fluid points of communication.

Discussing open issues for quick resolution helps improve communication between air teams -
Structure: General creation of technical work.

Technical intervention is another name for these actions.

Air Group Mail Group Where this group belongs to the people. He believes that only hard work can bring about the necessary changes. Post office strongly believes in building good relationships with the public and stakeholders. They focus on providing incentives for stakeholders to embrace change.

Working to promote managers' commitment to safety issues by establishing safety standards with line and operations managers. Managers understanding, results and responsibility are the inspiration for the post office team.

Who are the external stakeholders?

"... stakeholders who have ownership of the system. ... External stakeholders are 'groups or individuals that have an interest in higher education' (p. 11) but who are not internal stakeholders..." (SJ Marshall, SJ Marshall - Shaping the University of the Future: Using ..., 2018)

Who is the foreign partner?

External stakeholders, known as secondary stakeholders, have an interest in the company but have a direct influence on decision-making and do not affect the company's operations. "Customers are local, suppliers and various government or financial institutions are examples of external partners." ("Roles and Responsibilities of Internal and External Stakeholders")

To create a stakeholder system, we first need to have a proper plan and organize it. Please provide the following information: Correct system (modification)

Notify the administrator of administrative changes.

The purpose of supporting managers has to do with development plans and the type of work they can do help them talk a little bit about the managers to help the business. Ding's managers have stronger expectations for the current business, and it is important to be happy with how things are going for me. All these objectives make the manager extremely comfortable with the changes in the position and happy to present and explain the processes to the stakeholders. Such policies and procedures are implemented through appropriate meetings with stakeholders and project stakeholders. Information about management changes 2015.

Stakeholders also need to know what the consequences are. The development plan helps the organization and how it benefits stakeholders. This assessment can be done through performance evaluation reports using **external and internal factors**. By monitoring the system, stakeholders can better understand changes to the operating system.

The evaluation of these processes is a key person in the organization - there are some actions.

It is important to inform subordinate groups when there are changes. In other words, public engagement and communication are key factors in evaluating and implementing these changes. Communication is the most important tool here because it's not just about listening, but people can give feedback and send it to management and guide them in their work. In trying to embrace these changes, there has been a constant fear that people will lose the need to speak up. People are more motivated, especially those involved, if they understand all the changes and communicate them properly. The Post Office should not target young people, but explain the need for change, involve them and keep them engaged. The Post Office should explain to interested parties that the development process is designed to develop managers, consultants, and other managers.

Time matters when shifts are different. Partners will discuss with the Royal Mail Limited team the resources available for the transfer and will support the transfer, reducing loss of interest from interested parties.

The Post Office Group will have a change management team tasked with dealing with issues and forcing change across the organization. Through this type of organizational change, an organization can leverage resources and move the business forward with a clear vision. All these conditions must be clearly explained to the holder of the actual letter. So, it is based on who will be involved in how the organization changes.

The factors that determine effective change management are internal and external communication.

“... SMEs seem to be more focused on internal and short-term ... making performance management practice more effective lies ..., internal and external communication, change management ...” (An Ates, P Garengo, P Cocca, U Bititci - Journal of small business and ..., 2013)

We all live in the information age, right now we need to change our relationship with the world all the time, because if we want to change management, we need to change. Businesses face the reality of increased uncertainty and market volatility.

Consumer demand is high, new business models emerge every day, competition intensifies, the number of products increases, and we see a new brand being created for employees. to compete.

The new model for the Post Office team is the Skills and New Skills Development 4 People Inspiration:

“... to society, to inspire others, to be role models. Similarly, I ... teaching staff in higher education who, in the face of gaining new ... personal and professional development into courses, had no ...” (S Cottrell - 2021 - books.google.com)

Inspiration is a useful word for management. When people are motivated, they are more likely to pay attention to what the leader has to say. Thus, with the help of dynamic skills, organizational change can be easily managed.

Focus:

focuses primarily on customers and service. The Post Office Group has a lot to think about. Especially in winter, delays in postal services or paper handling can occur, which can cause inconvenience to customers. The Post Office Group should be aware of this, organize volunteers and not delay the work. Customers can have more confidence in mailing packages. All these actions must be done by management, and this is how they justify organizational change.

Seeking Improvement:

Managers should always be ready to seek improvement in their area. As a manager, he needs to learn new things to manage change. We can resolve all external issues if the organization is not properly advised. The constant search for change is one of the most important aspects of management.

Inspection Results:

These areas are considered critical. Customers are empowered by the products an organization offers. No matter how the policy changes, the organization must provide good products to customers, provide good service.

should get control:

the organization must be accountable to itself and do everything related to the organization. In this management system, management is confident and has the right skills, and leadership positions work easily.

These are the different skills that management has, so this program would be a good example for the Post Office. Implementation of the Policy Model and Its Results To use the policy model, an organization must have comprehensive planning and good management skills. The procedure is as follows.

Preparing a plan:

One organization is conducting a public consultation on its development plan for the first quarter of this year. At the first quarterly meeting, managers will learn about your new organizational change program and its benefits. Senior management, executives, and other key people lead the change management process. This plan is valid for the proper use of the policy many practical workshops, practical workshops, skills classes throughout the year. This is done via e-coach.

Why is power and politics important in an organization?

¹⁰ “... Given the focus of this book, the main emphasis will be on the way gender intersects with institutional ‘habitus’ (Bourdieu 1977) and status, as well as with the gender politics espoused ...” (C Walsh - 2016 - books.google.com)

Why are power and politics important to society?

You must think carefully when running a business because people and politics play an important role. Every corporation has a political system that controls and regulates the use of power. This makes people more inclined to wield power and find hospitality and welcome in these industries. It starts to attract everyone early, for example, it happens when there is some problem with the body, when there is fear of certain situations, such as losing your mother. When things go wrong in stressful situations, mental illness and anxiety can set in. It is permanent. A man who wants to deal with anxiety due to insecurity: defence mechanisms: Anna Freud said it best: "The use of drugs and alcohol, the manipulation of sex, the use of sex as a drug and the use of power as a drug." Push power workers to develop tasks and responsibilities to meet people's needs. The lack of energy makes it difficult to share it with others. The ownership of a company is the part of the working capital that is absorbed by the administration, money, goods, quantities or needs of small countries. The larger the organization, the smaller the space, the more people are squeezed in, the more intense the competition.

Everyone tries to avoid the things that bother or worry them and say:

- a) Find good reasons. Chapter
- b) d) Make payments or look for other services.
- c) e) Run to avoid stress.
- d) f) diversion into child labour; g) harassment or attempted harassment.

Senior managers exhibit different ways of protecting themselves. At one point, he wanted to enlist a key outside consultant to approve some internal issues. Sometimes they have ideas that show the prospect of other tortures. Presidential isolation is a way out of a troubled country. Organizational planning and corporate restructuring are particularly susceptible to paradoxical thinking because they encourage comparison and lead to expectations of greater control.

The relationship between the inner world and the outer world makes a person. When exits are quick, as with organizational leaders, honest investigations go hand in hand with a lack of trust. Problem solving organizations assign leaders to select and train their leaders. The main objective is to achieve goals; the main objective is to maintain energy. The only defence for assertiveness is in power judgment situations.

What is organizational change?

¹⁸ “... organizational procedures, ¹³ and ¹⁸ organizational change and restructure. We explore the use of processes of organizational change ... and pressures of organizational change function as an “...” (M Hutchinson, MH Vickers, D Jackson... - Health Care ..., 2005)

In addition to planned and unplanned operations, organizational changes are common. Its purpose is to improve interaction with internal or external events so that business objectives can be achieved more effectively.

Create plans and procedures for making changes to increase traffic. In addition to promoting the development of the company and all its stakeholders. When change happens unplanned, all you must do is create problems. Our objective is to survive, but there is no sustainable plan focused on growth and control. There are always aspects that can be considered and take the organization as far as possible, including all those that can make it happen.

Multiplication changes the speed of thinking and helps with decision making, making it less tedious. However, the company's employees are different in nature and have different interests, is it necessary to make changes?

This shows that the internal/external management change was successful and brought positive changes to the company!

Start planning accordingly.

The word change is very scary for people because breaking the mold is the first step. Therefore, before an organization embarks on positive change, it is important to review processes, policies, and procedures to understand how goals are being defined. Counsellors must understand the factors that can help or hinder this process and face significant challenges. the same company Craft a vision. Times change and people change, so you must prepare and plan what to do and what you want to achieve, because everyone on this journey is responsible. Identifying what and what needs to change is a fundamental starting point.

Stakeholder empowerment.

The key decision makers for a proposed change are the employees themselves, who may or may not accept the change. It is important to inform leaders and ensure they are in tune with internal and external changes, visit with them and ensure they are committed to the plan. It is important and necessary to incorporate strategy development into the planning process and facilitate approval by other stakeholders. Identify and remove some of the barriers between individuals and organizations involved in the certification process.

2
1st as the business vision is made at the time of the company's conception, the objective of defining what the organization intends and where it intends to arrive, elaborating the vision of the change process is fundamental. It is especially important that it is clear to everyone that there are transformations, as they will make more people make the moment of their implementation, and they will ask themselves why so much effort. So that everyone can get involved, it is important that they see the meaning of the change, that they are captivated by the purpose and that it has a positive influence on everyone. Inspiring people to improve their daily lives.

“... stakeholder engagement and its linkages with empowerment. ... distinct empowerment areas for low-power stakeholders. In ... by illustrating the various stakeholders along its complex ...” (C Civera, S De Colle... - Business Ethics: A ..., 2019)

4 1. Relate to the organizational culture.

Every and any organization has a culture is one of the main aspects that will be observed at the time of organizational change. Therefore, it is essential that the transformation effort is related, and the organization's culture can incorporate the new values so that they become part of the moment that the company wants to insert in its dynamics. This is because, just as it is necessary to observe those aspects of culture that are harmful to the expected transformation, so that they are avoided.

2. Communicate clearly.

As with the many related human capital challenges, to ensure learning what is expected is also one of them. People need to understand the objectives, as I mentioned above. Skills are needed to communicate all the expected details of the transformation process, as there are all other aspects of the organizational routine happening just as quickly as before. You need to have focus, clarity, and objectivity to avoid stress and instability in the team.” ... In the medical and scientific field, the challenges of clear communication are great, the risks. ... organisation needs its leading researchers to communicate clearly to a range of audiences. ...” (J Clare - 2017 - taylorfrancis.com)

3. Inspire the team's sense of urgency.

The most challenging task in changing an internal or external leader is to convince people of the need to promote changes that take them out of their comfort zone. For this reason, it is necessary to have a sense of urgency, set deadlines, demonstrate seriousness so that people can adhere to the movement with quality. In some cases, it must be necessary to remove certain profiles that do not fit into the established change. Especially if they are people who have leadership positions or who have a high power of influence over the team, to make the change occur more smoothly and fluidly.” ... for Healthcare Improvement 6 there are three goals to be addressed ... This daunting task has a sense of urgency with the ACA ... The servant leader's inspiration better serves all team members...” (PD Tropello, J DeFazio - Nurse Leader, 2014)

5 7. Set simple, short-term goals

This is a point that can help define which initiatives should be prioritized. Then, a hierarchy of objectives is created to help everyone recognize the organization's priorities. Motivating and engaging time becomes easier when you feel the transformations up close and see the effects of day-to-day changes, through benefits that validate the effort. Having a Reward form for those involved generates more engagement, inspires trust and more participation. Having simple goals are always welcome to influence changes.” ... actions) into a training and a test set. Since the time and the ... PopRank: Depending on the evaluation setting, simple ... viewed or purchased in the training set. Random: A method that ...” (D Jannach, L Lerche, M Jugovac - ... of the 9th ACM Conference on ..., 2015)

Conclusion

This Post Office case study is very innovative. He covered all about the necessary changes in operations when there is a change in management and how managers need to take responsibility and follow different execution plans and learn from different things. The report also explains why change is needed in this economy. Strengths and weaknesses of bureaucratic organizations. The report also presents a stakeholder analysis and how systems are developed and how stakeholders should be involved in the organizational change process. Finally, I researched the various learning and implementation plans and their processes and outcomes for driving change. In general, royal couriers look at the structure of the organization that can be profitable for them when there is a change. My management plan shows that the organization expects all employees to work together in this competitive and challenging market and achieve their goals. This development program will make life easier for managers as they will learn all the essentials. So, managers will do a great job of changing direction. The entire staff management program will also be a great way to deal with labour issues and ensure organizational sustainability. The main thing in this whole project is the capacity of the managers because it is still here as the backbone of change in the organization. As such, in general, managers play an important role in managing change and the culture of change in the organization.



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