

BMSW6103 ZAHID HUSSAIN

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Introduction.

In this report I will discuss all the skills and knowledge which I learn on this module. I will talk about the understanding of power and politics and conflict handling in organizations and understanding organizational power and politics. Which is very important to know about power and politics and implementing the new areas and giving the visions to create a good organizational culture and understand Stakeholder management. And other stakeholder initiatives end up stakeholder management models and stakeholder management and stakeholder theory. What are the stakeholders? What they have impact on the organizations and meeting change knowledge and skill and apply to in organizational culture. Power Politics. interest of the stakeholders which are that you indirectly engage with post office they have a high interest and high power like some which has a high interest and high-power and.

Consumer they have high interest, but they have low. In this report i discuss stakeholder analysis and the benefit of stakeholder analysis and stakeholder interests, potential risk and misunderstandings and mechanism to positive influence other stakeholders, keep people to inform. The project during the Process. And not about the types of strategies, Information Strategy and Processive Strategy and the Strategy, so we can apply it in the organization culture. And I learned about the whole leadership skills, building and improving masking and knowledge. change and what's the process of changing agent. Elena. Otherwise. Features, different numbers, secures. Overall, this module was very. Interesting, I learned a lot of knowledge skills can I apply in my personal life? In the future I can do business so I can implement all these skills and knowledge to achieve my desired goal. And then we learn in this module about the post office case where the whole stakeholders are impacting and will hold the internal and external consultant has the important role in the post office.

Interview with class member.

1 what do you think moral and efficiency of the staff has decreased in the post office?

I think post office employees' morale goes low. Because they are not feeling very positive about their work because of the lack of thanks and praise, low wages recognizing because they're members of teams, not giving them respect this one affects the performance of the employees as well. The lack of morals ultimately threatens the health and the productivity of the Post Office, and this will affect the long terms goals of the Post Office organization. listening to directly by employee engagement to the job and satisfaction, employee retention and overall productivity of the post office and if the morale is low go down. Because this is a straight links to

the interest of the employees. If the post office employees are not happy, they're not they're not do job properly work are going down and their efficiency go down.

2 how would you make the employees work more efficiently?

I think to improve the employee's efficiency and morale and end game it on, the work needs to be improved on cutting ongoing and give implied the tools and ask for the feedback and attend them for better works professionally you can train and raise their wages if You're appreciating them and try to give them some bonus and make them happy to solve this type of problem added all type of workers, and not only workers with the age close to retiring workers and more organized management give them motivations such as the voucher and giving them incentives that make them happy give them flexible hours of working so that could make their workers happier and they can work more easily and efficiently without any stress.

3 Do you think the problems are down to pay, lack of overtime, working conditions or could it be something else?

Yes, it could be said that it is one of them, but there are others problem, such as the lack of manpower, which leads to an increase in the working hours and ineffective management of their payments. That can make a problem for the workers, and their working conditions are not really good and that's why workers are not happy to work and feeling unsecure because it's not a safe working environment. Motivation is another thing in the workplace that you may notice and observe. In the workplace they are not working happily because they have no interest in their work and they are on what we did and they are not positive thinking about the work and the decline, the leadership opportunities and the new entities that requires two additional efforts. When the leader takes some good steps, that can overcome these kinds of problems.

3 4 who would be the best person to hire an internal or external consultant to find solutions?

But I think the consultant had to be external to bring innovation and fresh ideas to change the way of management as topic identify any other aspect expertise like external consultant has the massive experience working different companies, different departments, bringing the new ideas to post office that will be helpful for the making the solutions he will be set goals. Make a website, get certified, choose a target. Decide where you are going to work. Create and offer set a new rate that the external consultant brings new ideas, and you will discuss everything's with the management, and it can implement these new ideas to make best changes in post office. Then the worker will be happy because he gives them more incentives and more pay rise. Anna external consultant or fee from any buyers. And. External consultant can see directly through

the cause and the problem that are keeping the organization from advancing. An external consultant is likely to take their jobs more seriously that is what they do for living and. External consultant can put in a lot more time into getting the right information and various matters that will help them to get the Post office, job done and the solve all kind of problems but maybe internal consultant on other hand take advantage because already existing relationship with the organizations, but still internal concepts are not able to do as much in getting their hands on outside information. But the external consultant has worked in different departments and different organizations and when the problem has grown much behind their control, extended external consultant or the last possible option for recovering the last name and the status of the company. but internal and external consultants are experts in respective places. But honestly, they both have a specific set of skills that are effective in a post office. But external consultant I think will be more focused on their work because they know how to do the job properly and. Sometimes it's very difficult situations, but external consultant has more experience and that Can do the problem very easily handle and he can put good effort and more hours potentially overcome these kinds of problems.

How do external consultants overcome and improve the morale of the workers in the post office?

I think the morale of the employees in the post office needs to be consistent effort to improve the morale of the workers in the post office. First of all, build trust. Improve morale level in the workplace because building a trust and promoting level of interest and honesty and giving full attention to post office workers and appreciate their works that can improve the models and treating employees on the post office on the way to give them respect rewards and they feel they are they are doing something and have somebody appreciating and that will be the positive effect on them and then the efficiency of work increase and then they do more work and they will be happy in the working to be milestone and this will help on the long terms in the post office and other thing is promoting creativity and give them a post office workers opportunity to create the experience and sense of empowerment, and weekly work we should do to improve the employees. Morale's workers feeling relaxed and keeping them and some relaxation and giving them, some brainstorming together to find the new ways to improve the work. And the other thing is making them in the short team buildings in the post office. Then that can improve the right efficiency and the possible leadership skills that there will be positive effect on the post office and getting feedback from the post office. Anymore else issue and listen what they want and gets suggestion from the employees to improve this kind of problem. By getting them to introduce taking on the regular basis, regular basis to improve the productivity of work and

provide them and the growth opportunities and employee morale will be increased and. Right now, the opportunities and they feel happy to work for a post office and that they're really go high level, and they are motivated, and they do both positively and relax during their works. That will be helpful. Next thing and you need to get to know the employees personally what their problems and try to solve their problems. And otherwise, necessary sports when they need help so try to help them and monitor that employs Moral.

5 what challenges may both face considering the task at hand?

To implement his new ideas needs to make a good relationship with the workers and enveloper new clients. Keep the right resources in the limited budgets, though he needs to gain the project efficiency, animating new ideas to stay competitive in the market. He has experience in a different organization, so he needs to understand the root cause of the post office. Then they can change to improve Post office profitability and they make successful post office organizations and another the challenges are because it's so difficult to know about clients and they have another challenges cybersecurity as well because they need to keep the clients data and value able information secured from threat cybers crime they have a another challenges they're facing is developing a new clients., so it is very hard for the consultant because do you know what the new clients and developing the new clients and. and another consultant has the problem with the gaining the post office because they have a different challenges and going forward the most concerned and they are focusing the post office administration structures values. The challenges and waiting new ideas to stay competitive market. And to make a post office profitable keeping up and shifting new ideas as compared to other competitors and the big challenge is to make a post office profitable so for the making a post office successful what they need to bring a new idea and the developing their Website and improving the workers' efficiency and keeping the right source in the limited time to improve uh the morals of the employees and giving them good wages them. Updated all the products of the post office and to make a post office and successful and increasing their goodwill and making a better image as compared to other competitor in the market.

6 What's happening? Financial resources are limited. Which one is more valuable? I think the most financially valuable thing is that the post office has its own bank and its own insurance company and. They need to be their own financial advisor who will make the budget plan for the post office workers and their extra time and increase the wages and give them bonuses to make the workers happy and they can work very easily .The consultant would be the right person to make the changes and you can get advice from the top management, and he can deliver to the all the other workers. And understanding the right issues and making them a good

solution on time, so everybody in the management and the workers can have discontent and will help and understand all the problems.

7 What would the change? An agent evaluation of the ongoing issues we assessed.

I think he needs to get feedback from employees, and you will get a. Some details from their problems and need to collect data metrics and he need to be established optimal data. Metrics analyze data and create optimal plans and he need to be implemented on post office to make a good change to improve all services in need to be make the changes and get feedback from the customers and then he can implement and make all the changes to make a post office on successful.

Stakeholders Analysis in post office.

21

People or small groups with the powers to respond to, negotiate with, and change the strategic future of the organization. (Eden and Ackerman 1998)

25

The stakeholder is any group or individual who can affect is affected by the achievement of the organization objective. (Freeman,1984)



Employees.

In the post office employees contribute labor and expertise to perform specific duties, which are packaged into a job. An employee is a person who is hired to provide services to a company on a regular basis in exchange for compensation, and who does not provide these services as a part of independent business. In the post office, employees have a very important role because of post office customers and achieves the goals of the post office. And the employees have high power and high interest and the internal and external consultant both work with the employees. And listen to their problems. And negotiate with the owner of the post office and management to make a good solution. Consultant or. Making a good solution. To make a post office successful and sometimes they have a negotiation with the government because of the wage rate and. Some incentives and bonuses and reward system so they helping the employees. And giving them good guidance to make them happy. (Bourne,2007) (Campbell,1998)

Customer.

And customers are another stakeholder in the post office because the customer has a high interest and in the post office because they want to do what they wanted in a sales, customer has an important role because a client and buyers or purchasers or customers that want to be

get a services from the post office and. Customer want to be happy and satisfied and the post office need to be provide them all the kind of facilities and all the good services which are they needed . Sometimes customer has issues, and they need some guidance and then the internal and external consultant they provide them with and the good consultancy about what they wanted they make like good solutions offer on demands and needs and the consultant will provide their customer feedbacks to the post office management and they can they solve all the issues which are related to customers, because if the customer comes, then the post office will be successful. If there are no customers and then there is no gain a customer has a very high interest and low power because they can't do anything y because they are customers or just, they need customer services. (Beynon,2005) (song,etal.2002)

Shareholder .

In a post office, shareholders are another stakeholder? They have a different percentage in post office internal and external consultant work with them to make a post office business successful and they listen the shareholders because they have ownership in the post office and. Consultant, follow all the policies which are concerned about their business related and they follow them and they can achieve the desired goal of the post office. Royal mail biggest shareholder is Csech billionaire Daniel Kretinsky who control the group Vesa equity investment. (Conyon,Sadler,20100

Investor

In a post office, ¹⁵ an investor is a person who is allocated financial capital with the exception of a future return. Or to gain an advantage through this allocated capital, most of the time, the investor purchased some properties when the like investment including equity, data, securities, legal, estate, infrastructure, currency and. They have a high, high in interest in post office and low power as well because they are investing because of the gaining the profit and the internal and external consultant work mutual understanding of the investors and the post office and they make the changes. For post office and the investors consultant make the negotiation between the post office and investors when issue with the duration of time. And they give protection to investors. ¹⁴ All thoughtful people Hansmann and Kraakman tell us believe that corporate enterprise should be organized and operated to serve the interests of society as a whole, and ¹² that the interests of the shareholders deserve no greater weight then do the interests of the any other members of the society. The point is simply that now, as a consequence of both logic and experience, there is a consensus that the best means to the end that is. The corporate manager

is strongly accountable to the shareholder interests, at least in direct terms only and the internal or external consultant will work make a possible post office successful. (Ireland,2005)

Managers.

In the post office the manager has done ministrative. The row level is managing all the post office, all the activities and all the concerned like business related concerned all the profit and the all the matters which are in administrations to making a post office successful. So, this consultant like internal and external consultant both, they are working with them. Am I under the managers because? They're making a negotiation between the managers and employees and because the sometimes employees are not happy, and the consultant will help when guide them and they are giving. Good solutions and making them happy and then that was the consultant give advice to managers as well and managers getting the feedback of the customers and they give a negotiation with the committee policies and manager will be successful and these consultants will be working to make a post office successful. And the manager has high interest in the post office and high power. (Baker,2000)

Government. In the post office, the government hash high power and high interest in the post office here and the government is meant by the which are nations policies are enforced as well as UH the determined end up by the policies in the UK the government has a kind of constitutions in the state of government principle and all the policies which are followed in the post office. The government also has a high interest because at all the post offices they've done a lot of services which are very important, like they do the passport services, counter checks benefits DVLA form. In the UK, the Post Office is also provided with valuable multipurpose their source for the many different. Sector of the Community. Their importance was reflected in a recent local study into sustainability, which weighed the importance of post offices higher than other facilities as they were seen to provide services that are more essential to daily life. For many elderly people, the post office is a one stop shop, allowing them to assess their pension and benefits, to pay bills and meet and socialize with others. People. And the rural area as well. Post office. and external consultant working with the Post office they can negotiate any issues and give ideas to post office and make post office successful because he has a lot of experience working with the different departments and the government different agencies and that ones that make a post office successful. (Comber,et al.,2009) her. The government decided to close down some post offices, but it's a big problem for the local peoples. (brahim,Lawal, 2015)

Distributor. Is the process of making a product service available for the customer in the post office business and the distribution has a very good value chance under this vision can be done directly by the., Post office and they're using the other like indirect channel as well and distributions has the key roles in the post office. And they also do marketing as well. And but decisions about the distribution is the need to be taken in the post office and they have a strategic planning and revisions to make distributions on the time and that the developing the distribution in the central component of the strategic planning to make a post office successful and distribute directly to the customer to their doors .Internal and external consultant working with them with sometime happens that issues about the regarding the price and the flexibility of hours and there is an internal concerning consensual work to make. In the good deals between the distributor and the post office they can make image changes to make a post office successful. These are the stakeholders as well and in internal, external consultant working with the distributor because sometimes distributor has the issues because the when the mails are not ready on times and sometimes pay rise problems so these the consultant will get. they all kind of information and then they can make a good negotiation that they can solve all issues and that they make the post office successful because that's if the distributors are not come so then the process will stop so they this stakeholder has high interest but has a low power in in the post office.

(Deprins, Simar, and Tulkens, 2006)

Union.

A labor union is another stakeholder because they are working in the post office here and. These have they has the high powers and the low interests because sometimes the government want to have privatized them. So, they have a big union so they can go on strikes and then all the mails distributions and all the activities which are done in the post office will be stopped and in internal external consult they work with them. They can solve the unions 's problems or labor union. They make labor unions happy and satisfied and they negotiate with the management of the post office so they can work with them and they to make the post office this table.

Competitor.

In the post office they have too many competitors in the market like DHL, DPD and other like ports. Parcel force these are the, they are competitors, and they are just like you can say stakeholder as well and the external consultant work with the competitors as well, because sometimes they have the issues regarding the price matters and because then the consultant will does hold up these problems and work with them. Make post office successful. And

because of these competitors have high interest but they have low power. And then the post office can see what the competitors are doing, and they can improve their work, working in efficiency and they can improve their product and services to make a post office successful. (Crew, Kleindorfer, 1991)

Communities.

The committees are the state, all the stakeholders in the post office because in that area they are allowing the post office business and, but they have a high interest in the post office as well and they want for like post office have to do for the future generations. So, the committees, they have a high interest in the post office, but they have low powers if any kind of health safety issues because neighbor has any problems, so they can make issues and that external and internal consultant work with the communities and the post office. They can make like a good deal and to make a post office successful.

Stakeholder power interest matrix

High

High power low interest Unions Law and regulation authorities Council	High power high interest Government ,employees Managers Shareholders
Low power low interest Communities Media	Low power high interest Competitors CUSTOMERS Investors Distributors

Low
high

³
Q Different ways that the power and politics will help the internal external change agent consultant.

Change agent Consultant power politics.

Here are different power and politics helping the different ways to change agent because of the technological advancement involving customer needs and new competition all influence business across the world. Change consultant being constant having to change study is imperative over when employees embark on the change journey. They need external motivation, support assistance to overcome these barriers to change and drive the overall change. Successful external system can come from third party constant change agent. We will explore here how to change the agent and i will discuss where internal and externals agent and I will also discuss about the business process improvements and hold they help employees adjust to new ways and first of all. I will discuss here it change agent. What does that mean? It's also known the person who act as change . Process the helping organizations as part of an organization, transform how it operates by inspiring and influencing others. Change Agent will be enable and support and organization change implementations and also some responsibilities and the key activities that they change agent perform, including communication according to Gladwell(2003) In researching the role of the change agent recognized the shift over the last few decades away from a planned approach to change which often require or was reflected by a top down approach. These are different approaches that organization where the beginning to adapt to meet unprecedented level of change. Change is beneficial for post office and employees. Listening to involve team members and employees to gain feedback and incorporate it is in the implementation process, understanding employees reactions. And engaging employees, conducting change management, exercise and change management training and teaching sporting to become a change and to identify the others leading change agents and change certain to success providing feedback to change. Agent facing the challenges, the change management and implement these changes. Internal and external change operations can appoint change agents. From within or outside operation and internal change is usually a team member such as manager, senior activity at your professional and other team members who understand organization. For behavior science and human intuitions and external agent changes and all side consultant or third-party change practitioners with

relevant expertise to drive change initiatives. Company rules, regulations and policies do not apply to them allowing them to deeply analyze various scenarios and suggest suitable Attitude and cultural used towards change and even after the implementation process is complete wholly. If an additional lack an internal employee change, many skills animation must adopt for external change and to support the initiative to extend the change. Agents provided fresh perspective, their presence can threaten that this implies, and their opponent can add a costly expensive for change limitations. every generation has a unique ground from which specific changes are needed to provide support here are different types of changes to support organizations so first of all people focus change into people focus changes help and then year applies boosting implies morale and motivation. matters of turnovers in the quality of word perform behavior modification job and goal settings.

And operational structure changes. These changes focus on the change organization structure and improve the effectiveness and efficiency of structure. Change agents use various analytical approaches such as operations research, system analysis, analysis, and policy study to change the organization structure and technology. Internal process changes agents benefit. The focus of the change agent is internal processes such as interpolations, communication and scene making. The process changed it for the change approach to permanently by conducting a sensitive training team, building and employee service, and getting feedback from the employees.

An internal and external consultant needs to understand the organizational power in the post office. internal and external consultants need to be understood the organization powers a power. Power is the medium through which conflict of interest are ultimately resolved. (Mullins, 2006) Power influences who gets what, when, and how. (Morgan, 1986) A person can have power over you only if he or she controls something you desire. According to (Robbins, 1998) power is an inherent feature of work organization and is often. Underlying the reality behind the decision-making process, it is central to the framework of order and systematic command through which the work and activities of the nation are carried out. And these consultants need to be understood the source of power like former power based on the unusual position in the organizations like reward, reward power. information power based on knowledge information data has and that is not readily available. And the internal and external consultant needs to understand the culture of our distancing business and management. They need to understand the post-office business and they need to know about the other stakeholders and the government's power and political and economic and social change. They need to understand how these things can affect the change agent because these things are

involved in post offices. Because the internal consultant only knows about the inside the post office organization and they and they know about the little bit about the workers, and they are sometimes he has maybe bias with other. It's another but external consultant has a wide experience of working with the government in different departments and you know about the what's the power and politics and what's the powers the involving post office and what's the political changes which are comes into practice and you understand all the other departments because he's working on the outside the post office is going to different companies and different businesses and want me to so the external will understanding a better And businesses successfully in the post office any you know how to handle all the stakeholders and you can negotiate or the post office and the government for taxes and tax matters and negotiate about the workers and the post office matters giving them a good solution about the pay rise and the reward incentive system. So. Change your consent to the is needed when somebody has a good qualities and good leadership skills that can handle all kind of conflict and we can handle all the power and the politics of which are involved in making the organizations unsuccessful. So he can handle it in a better way, and he changes all the goals and sets targets to achieve these goals to make a possible post office successful. An external council will be better because he has regular. Different business perspective and different experience and has a various clients and markets and sector and bringing new ideas and best practice along to clients. In the team in the post office, the extended sentence. Experts provide the critical knowledge to analyze the problem and develop the solutions. Principle when the client has a space stress and needed to be modified behavior and deliver better result. An external system is so smart, most accountant the extremely good. In a journal and they also have the more specific knowledge about the all the metals which are related to post office consultations and the external sentence. Has wide experience working with government departments, and he can bring new ideas and he can make a positive impact on the post office and religion culture. So extending consultant will prove beneficial for the post office. An external sentence is explored in pair of hands in a public turn. And they are working in different kind of. People's So he has a different source of satisfaction. It would be more flexible protein with all employees and the clients to meet the post office desired goals.

Conclusion and recommendations

I learn a lot of Oregon skills in this module and have included with one of my fellows and we will discuss about the hiding the sentence Internet connection is good or external sentiment and. Like minded because extending center with the best from the post office because of external center will bring the new ideas and the new Japanese. And he has nobody else with

management and with the police and the management and the workers they can trust because he's an outsider. He has no issues with them any. So accidentally be best for post office in the control the employee issues and the post office some products issues and rates. So, you can do good negotiation with management and government. You can implement all the skill and knowledge and give a good idea to improve the post office business making successful insert the goals and short terms. Um target is they give to employees and that can achieve easily and the overall. On these modules I learn a lot of knowledge and skills which are very helpful in my life so I can apply in life. Knowledge and skill in my practical life and to achieve all the goals.

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