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## MBA 610 – ORGANISATIONAL BEHAVIOUR

### JEANNETE CLOUGH'S CASE STUDY:

I was quite amazed to see a CEO of her age giving such inspiring speech. She mentioned about lots of challenges and problems that was faced by the Mount Auburn hospital such as financial problem (re-negotiating with the investors and creditors), buying new MRI scan machines & products, lack of coordination, lack of morale, competitions, not a good choice of women nurses, physician turnover, expansion and the local challenges. She also mentioned about the ways she handled these problems and the solutions she had given for them that includes the change in the Leadership; various transformational changes like volume based to value based, infection control to infection prevention, patient care to patient centered centric, disparate systems to one integrated system and so on.

The major take away from her speech is that we should not take blind risks. We have to do a risk analysis and have to consider not only the best case scenario but also the worst case scenario. If the implementation of risk gives good results, it's highly appreciable but if not, What will be the losses? Who will be affected by the loss? (Stake holders/end customers or investors or creditors) How can the loss can be avoided? We have to consider all these questions and we have to come to a conclusion. If the risk is worth taking, we can go ahead but if not it's not advisable.

I can connect lots of things what I learned in the class with her speech. She mentioned about creating and setting a clear Vision and Mission of the company and explaining the same to the employees. It's imperative that all the employees understand the real meaning of it and strictly adhere by the vision and mission of the company. Then, it's highly recommended to maintain both relationship oriented and task oriented goals with the employees, because the relationship makes them feel that we are really caring about their life and also motivates them to work better. Secondly, we have to have a biweekly connect if possible, if not at least once in a month so that

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the employees can share their views and their expectations. And we have to as transparent as we can, which encourages the employees frank feedbacks. Thirdly, we have to recognize the Strengths of the employees and we have to organize them in such a way that their strengths can be utilized in a maximum level. Finally, it is very important that we appreciate their good works and give high recognitions such as awards, cash prizes and parties so that they feel comfortable to work with us. It's imperative that employees/colleagues/peers have to feel happy in an environment because that happy environment will lead towards the happiness of the clients (stake holders/end customers or patients or students or any other people) and if the clients are happy the business is going to run smoothly and it results in huge profits to the company. Thus the ultimate success is achieved in just creating a good caring and happy atmosphere among the peers.

I understood that good management means coping with the complexity and gives a ready solution or alternative ways to handle the issue. So, being diverse in our working environment paves lots of ways for innovative thoughts. I learnt that as a future manager, it's my sole responsibility to create a positive attitude and positive culture among my peers and colleagues. I also have to earn their trust by "Meaning what I say and saying what I mean".

Certainly with all these learnings, I'm sure that in future, I can lead my firm with passion & with lots of commitments. I can create a happy environment and help along with my peers and will make them understand what is the real vision and mission of the company and will give importance both to my clients and my employees. Finally, I can think about my long term goals and set the immediate objectives or milestones that makes me focused on the results and leads me to achieve my ultimate goals.