

Understanding Organizations Series

To be successful leaders, managers, supervisors and workers must understand what organizations are and where they stand in them and how they relate with different departments, teams and divisions. These series of Vignettes make it easy for learners to appreciate the role of organizations in delivering performance and success.

Inward and Outward Organizations

This Vignette illustrates what is currently happening in many traditional organizations and why they fail. Explains what causes for people failure to respond to customer needs and how internal conflict becomes a stumbling block. Suggests how leaders and managers can avoid the traps of traditional practices and focus on creating organizations that are responsive to change.



What Makes Up an Organization?

Defines what "organizing" is. Outlines the structural, legal and social parts of organizations and how they differ. Shows what type of leader or manager does what type of organizing activity.

The Structural Part of Organizations

This Vignette provides discussions on the role of authority, decentralization and centralization. Discusses departmentalization and the different ways jobs and functions are designed to meet the objectives.

The Social Part of Organizations

Shows the people concerns of organizations. Explains that workers have motivation needs that leaders and managers must respond to if they wish for the worker to be productive.

Self-Directed Teams

Introduces leaders and managers to a form of organization that allows workers to achieve personal satisfaction while producing results for the organization. Explains the tasks of team members and lists criteria on what teams should be in order to succeed.

Happy customers!



Staffing and Training

Discusses the tasks of leaders and managers in selecting good workers, developing job descriptions, training and appraising workers. This Vignette shows steps to help leaders and managers create an organizational environment that is conducive to performance and meeting workers' needs.

Going Out of the Box to Deliver Results

Shows the three things to do in order to bridge the gap between leaders, managers and workers as the result of rigid departmentalization.

Why Conflicts Exist in Organizations

This Vignette presents the reasons why conflict exists in organizations and suggests ways that leaders and managers can avoid the negative impacts of conflicts. Ideas cover sources of conflicts and overcoming conflicts.