#### **ATLANTIC INTERNATIONAL UNIVERSITY (AIU)**

(ADMINISTRATION AND MANAGEMENT SKILLS)

ASSIGNMENT

SUNDAY BRIGHT CHIMEZIE

2. Develop a two-page agenda for your “planned meeting”. On the first page of the agenda, include bullet points to outline the new change in procedures, on the second page, outline a 15 minute training session to teach the procedural change to the staff. Outline the objective of this training session, the materials needed and what the “instructor will do and what the participants will do”.

#### **Introducing New Procedural Change**

**2. Meeting Agenda:**

1. **Welcome and Opening Remarks**
   * Brief overview of the meeting purpose
   * Importance of the new procedural change
2. **Introduction of New Procedure**
   * **Reason for Change:**
     + Enhancing efficiency
     + Improving accuracy
     + Reducing operational costs
   * **Overview of the New Procedure:**
     + Step-by-step explanation
     + Key differences from the current procedure
     + Expected outcomes and benefits
3. **Impact on Daily Operations**
   * Changes in workflow
   * Impact on individual roles
   * Adjustments in interdepartmental interactions
4. **Implementation Plan**
   * Timeline for the rollout
   * Key milestones
   * Support and resources available
5. **Q&A Session**
   * Addressing concerns
   * Clarifying doubts
   * Gathering employee feedback
6. **Closing Remarks**
   * Reiterating the importance of the change
   * Encouraging a positive attitude towards the new procedure
   * Next steps and follow-up actions

#### **15-Minute Training Session**

**Training Session Agenda:**

**Objective:** To ensure that all employees understand and can effectively implement the new procedural change.

**Materials Needed:**

* Projector and screen
* Printed handouts of the new procedure
* Interactive tools (e.g., whiteboard, markers)
* Sample scenarios for practice

**Instructor's Role:**

1. **Introduction:**
   * Briefly explain the objective of the training session
   * Outline the key points to be covered
2. **Detailed Explanation:**
   * Present the new procedure using a projector
   * Walk through each step in detail
   * Highlight the key differences from the old procedure
3. **Demonstration:**
   * Demonstrate the new procedure using sample scenarios
   * Show real-life applications and best practices
4. **Interactive Q&A:**
   * Encourage participants to ask questions
   * Clarify any doubts immediately

**Participants' Role:**

1. **Active Listening:**
   * Pay close attention to the instructor's explanation
   * Take notes if necessary
2. **Participation in Demonstration:**
   * Engage in practice scenarios
   * Apply the new procedure in these scenarios
3. **Asking Questions:**
   * Raise any concerns or doubts
   * Seek clarification on confusing aspects
4. **Feedback:**
   * Provide feedback on the training session
   * Suggest any improvements or additional support needed

**3. Use the 10 elements of benchmarking steps to design a graphic representation of the 10 steps/elements of benchmarking**

**Select a Benchmarking Team:** Form a group with diverse expertise relevant to the process or practice

to be benchmarked.

* **Example:** TechEase Solutions creates a team including software developers, customer support managers, and quality assurance specialists.

**Research and Document Processes:** Gather detailed information about your current processes and identify key performance metrics.

* **Example:** TechEase Solutions documents its current customer support processes and measures response times and customer satisfaction rates.

**Select Benchmarking Partners:** Identify organisations, both within and outside your industry, known for their best practices.

* **Example:** TechEase Solutions selects other leading software companies known for their exceptional customer support practices.

**Decide Objectives and Identify Potential Partners:** Define what you aim to learn and identify organizations that excel in those areas.

* **Example:** TechEase Solutions aims to improve its customer support and identifies top competitors and industry leaders in customer service.

**Plan Data Collection and Formulate Questions:** Develop a data collection plan and list specific questions to uncover relevant information.

* **Example:** TechEase Solutions plans to find out how competitors handle customer issues and formulates questions around their response times, resolution rates, and support strategies.

**Choose Data Collection Methods and Collect Data:** Decide on methods such as surveys, interviews, or direct observations to gather the necessary data.

* **Example:** TechEase Solutions uses online surveys, interviews, and direct observations to collect data on competitors' customer support strategies.

**Compare Performance to Identify Gaps:** Analyse the collected data to identify where your performance lags behind others.

* **Example:** TechEase Solutions compares its customer support performance and finds that a competitor achieves higher satisfaction rates through more efficient ticket resolution processes.

**Select Areas for Improvement and Set Targets:** Identify key areas that need improvement and set specific, measurable goals.

* **Example:** TechEase Solutions sets a target to reduce customer support response time by 50% after benchmarking against industry leaders.

**Develop and Implement Strategies for Change:** Create and execute a plan to achieve the improvement targets.

* **Example:** TechEase Solutions implements a new customer support management system and provides additional training to support staff to enhance efficiency.

After implementing changes, measure performance again to ensure improvement, and continue the cycle for continuous enhancement.

**4.Review the Big Five Traits of personality**

**List each trait and define it in your own words**

**Additionally, for each trait, give an example of how a person would display behaviors.**

**Openness to Experience: This trait reflects a person’s willingness to explore new ideas, experiences, and creative endeavors. Individuals high in openness are often imaginative, curious, and open-minded, enjoying new experiences and unconventional ideals.**

**Example: A person high in openness might be eager to try a new cuisine, explore different cultures, or take on a creative project at work that involves thinking outside the box.**

**Conscientiousness: Conscientiousness refers to a person’s level of organization to detail. Individuals high in this trait are disciplined, responsible, and prefer structured, planned approaches to tasks.**

**Example: A conscientious person would be the one who meticulously plans their schedule, meets deadlines consistently, and takes the time to double-check their work for accuracy before submitting it.**

**Extraversion: Extraversion is characterized by sociability, energy, and a tendency to seek out social interactions. Extraversions are often outgoing, talkative, and thrive in environments where they can engage with others.**

**Example: Someone high in extraversion might take the lead in organizing social events at work, enjoy networking, and feel energized after spending time with a large group of people.**

**Agreeableness: This trait reflects a person’s tendency to be compassionate, cooperative, and friendly. Agreeable individuals are typically empathetic, willing to help others, and maintain harmonious relationships**

**Example: A person high in agreeableness might be quick to offer support to a colleague in need, avoid conflicts, and work collaboratively to ensure that team goals are met.**

**Neuroticism: Neuroticism refers to a person’s tendency to experience negative emotions like anxiety, fear, and sadness. Individuals high in neuroticism may be more sensitive to stress and more prone to emotional instability.**

**Example: A person high in neuroticism might feel nervous before important presentations, worry excessively about potential problems, or struggle to remain calm in stressful situations.**

**5.Think of a time when you were in a bad mood.**

**Review the section on adjustment and how to complete a ‘Happiness Inventory’. Now, develop a list of 5 things that you enjoy doing AND why you enjoy those things.**

**Finally, choose 2 of the terms on your list and describe, in 1 paragraph how you would use the items to adjust your bad attitude.**

**Adjusting Bad Mood and Happiness Inventory**

**Five Enjoyable Activities:**

1. **Reading:** Enjoy exploring new ideas and stories, which provides mental relaxation.
2. **Exercise:** Physical activity boosts mood and energy levels.
3. **Cooking**: Enjoy the creative process and the satisfaction of preparing delicious meals.
4. **Gardening:** Provides a sense of peace and connection with nature.
5. **Listening to Music:** Music can uplift spirits and provide a soothing effect.

**Adjusting Bad Attitude:**

1. **Exercise**: Going for a run or working out helps release endorphins, which improve mood and reduce stress. Engaging in physical activity can shift focus from negative thoughts to the present moment, enhancing overall well-being.
2. **Listening to Music**: Playing favourite songs or calming music can instantly uplift my mood. Music has the power to evoke positive emotions and create a pleasant atmosphere, making it easier to relax and gain a more positive outlook on the day.

**6.Review the 7 traits of effective leaders**

**Create a chart and define each trait in your own words. Afterwards, create an example of each trait in your own words**

|  |  |  |
| --- | --- | --- |
| **Trait** | **Definition** | **Example** |
| Integrity | Adhering to moral and ethical principles. | A leader who always tells the truth and keeps their promises. |
| Vision | Having a clear and compelling long-term goal. | A leader who inspires the team with a strategic plan for growth. |
| Empathy | Understanding and sharing the feelings of others. | A leader who listens to employees' concerns and addresses them. |
| Resilience | The ability to recover quickly from difficulties. | A leader who stays calm and finds solutions during a crisis. |
| Adaptability | Being flexible and open to change. | A leader who embraces new technologies and methods. |
| Decisiveness | The ability to make decisions promptly and effectively. | A leader who analyzes situations quickly and takes action. |
| Communication | Effectively conveying information and ideas. | A leader who clearly explains tasks and expectations to the team. |

1. **Review the 8 identifying features of leaders.**

**Create a chart with the following-list each feature, Define each feature, Give example of how a manager/leader would demonstrate the feature**

|  |  |  |
| --- | --- | --- |
| **Feature** | **Definition** | **Example** |
| Emotional Maturity | The ability to understand and accept that it is impossible to know everything and to be comfortable seeking input from others. | A leader who admits they don't have all the answers during a strategic planning meeting and encourages team input to find the best solution. |
| Financial Stability | Being free from personal financial stress, which allows leaders to focus fully on their professional responsibilities. | A manager who maintains personal financial health and can make clear, rational business decisions without being distracted by personal financial concerns. |
| Technical Knowledge | Having a proficient understanding of the technical aspects of the work to effectively communicate objectives and ideas. | A team leader who understands the basics of coding even if they are not a developer, allowing them to effectively discuss project requirements with the development team. |
| Passion for the Organization | Demonstrating devotion and enthusiasm for the organization, setting an example for others | A leader who regularly participates in company events, speaks positively about the company's mission, and motivates their team by sharing success stories. |
| Creativity | The ability to think outside the box and develop innovative solutions that go beyond the status quo. | A manager who introduces a new workflow that significantly improves team productivity and efficiency, showing a willingness to innovate and improve existing processes. |
| Good Judgement | Having a broad understanding of the organization and making decisions that consider the interconnectedness of all parts. | A leader who considers the impact of a budget cut on various departments and prioritizes areas that minimize negative effects on overall operations. |
| Empathy | The ability to understand and share the feelings of others, enhancing communication and relationships. | A manager who takes the time to listen to an employee's personal challenges and offers flexible work arrangements to support their needs. |
| Great Communication | The ability to convey messages clearly, starting with understanding others' perspectives and being clear about communication purposes. | A leader who holds regular team meetings to update everyone on project status, encourages feedback, and clearly explains goals and expectations. |

1. **Review the section on Motivation and Emotional intelligence**

**Create a list of 5 components that make up EQ.**

**Describe each component AND give an example of how leaders/managers exhibit each component at work.**

**Self-Awareness:** Self-awareness is the ability to understand your own emotions, strengths, weaknesses, values, and drivers, and recognize their impact on others.

* Example: A self-aware leader might realize they are feeling frustrated after a challenging meeting. Instead of letting this emotion affect their interactions, they acknowledge it and take a moment to compose themselves before engaging with their team. This helps in maintaining a positive work environment and avoiding unnecessary conflicts.

**Self-Regulation**: Self-regulation involves controlling or redirecting disruptive emotions and impulses and adapting to changing circumstances.

* Example: A manager receives harsh criticism from a senior executive. Instead of reacting impulsively with anger or defensiveness, they take a deep breath, calmly acknowledge the feedback, and later reflect on it to find constructive ways to improve. This not only demonstrates professionalism but also sets a positive example for their team on handling criticism.

**Motivation:** Motivation refers to a passion for work that goes beyond money or status. It involves a strong drive to achieve, optimism even in the face of failure, and organizational commitment.

* Example: A motivated leader sets challenging goals for their team and works alongside them to achieve these targets. They celebrate small wins and use setbacks as learning opportunities, fostering a resilient and high-performing team culture.

**Empathy:** Empathy is the ability to understand and share the feelings of others, and to treat people according to their emotional reactions.

* Example: A manager notices that one of their team members is unusually quiet and seems distressed. They take the time to talk to the employee privately, listen to their concerns, and offer support or flexibility, such as adjusting deadlines or providing resources. This helps in building trust and loyalty within the team.

**Social Skill**: Social skill is proficiency in managing relationships and building networks. It involves finding common ground and building rapport.

* Example: A socially skilled leader excels at networking events, effortlessly engaging with new contacts and fostering relationships. They can effectively mediate conflicts within their team, encouraging open communication and collaboration, which enhances team cohesion and productivity.

1. **Review the section on the Negotiation process.**

**Create an outline of the 6 steps of the Negotiation process.**

**Describe each step in your own words.**

**Preparation:**  Preparation involves setting the groundwork for the negotiation. This includes deciding the time and place for the meeting, determining who will be involved, and gathering all relevant facts to clarify your position. Limiting the time frame can help prevent prolonged disagreements.

* **Example:** Before negotiating a new project deadline with a client, a project manager schedules a meeting, ensures all team members have the necessary data, and clarifies their own position on the timeline and resources required.

#### **Discussion:** In the discussion stage, each party presents their understanding of the situation. Key skills during this stage include questioning, listening, and clarifying. It's important to allow each side to speak equally and to take notes to capture all points for further clarification.

* **Example:** During a salary negotiation, an employee explains their accomplishments and reasons for requesting a raise, while the employer listens, asks questions, and notes key points for consideration.

#### **Clarifying Goals:** This stage involves identifying and listing the goals, interests, and viewpoints of both parties. Clarifying these points helps in establishing common ground and understanding priorities.

* **Example:** In a business partnership negotiation, both partners list their main objectives, such as profit-sharing ratios and operational roles, to ensure mutual understanding and alignment.

#### **Negotiate Towards a Win-Win Outcome**

The goal here is to find a solution where both parties feel they have gained something positive. The aim is for a Win-Win outcome, where both sides feel their views have been considered and respected. This stage requires creativity and flexibility to reach mutually beneficial agreements.

* **Example:** In a vendor contract negotiation, both the company and the supplier work together to agree on terms that benefit both parties, such as flexible payment terms and guaranteed quality standards.

#### **Agreement**

Once both sides understand each other's viewpoints and interests, they work towards an agreement. It is crucial to keep an open mind and ensure that the agreement is clear and understood by both parties.

* **Example:** After discussing project details, a freelance designer and a client agree on the project scope, deadlines, and payment terms, ensuring that all aspects are clearly documented.

#### **Implementing a Course of Action**

The final step involves putting the agreed-upon decisions into action. This step ensures that the negotiated terms are executed and followed through to achieve the desired outcome.

* **Example:** After agreeing on a new sales strategy, a sales team and management implement the plan, assign tasks, and monitor progress to ensure the strategy is effectively executed.

1. **Review the section on the four different conflict types**

**Create a chart outlining the 4 different conflict type and describe each in your own words.**

**For each type, create a sample scenario/example to further illustrate each conflict type.**

|  |  |  |
| --- | --- | --- |
| **Conflict Type Description Scenario/Example** | **Description** | **Scenario/Example** |
| |  | | --- | | Interpersonal | | A conflict that occurs between two individuals due to differences in their personalities, opinions, or values. | Two coworkers argue over the best approach to complete a project. One prefers a methodical, step-by-step approach, while the other prefers a more spontaneous, flexible approach. |
| Intrapersonal | A conflict that takes place within an individual, often involving internal struggle with one's thoughts, values, principles, or emotions. | An employee feels torn between accepting a promotion that requires relocation and staying in their current position to maintain a stable family life. |
| Intragroup | A conflict that occurs among members of a team or group, usually due to misunderstandings or incompatible goals and preferences. | Members of a marketing team disagree on the budget allocation for an upcoming campaign. Some team members want to spend more on social media ads, while others prioritize traditional media. |
| Intergroup | A conflict that arises between different teams or departments within an organization, often due to differing objectives or competition for resources. | The sales and production departments clash because the sales team promises quick delivery times to customers, while the production team struggles to keep up with the increased demand. |