

## Case Study 5 (Taglish)

# Becoming a Change Agent

Pwede na kayong magpalit ng mga ka-grupo depende sa kagustuhan ng nakararami at sa nature ng situation or problem to be solved. Eto ay para na rin makilala ng lahat ang bawat isa at para na rin ma-imbita ang mga experts sa assigned topic. Ang bawat grupo ay dapat na mag-usap at mag-agree para gawin ang pina-katamang strategy. All groups are required to explain their answers before the plenary and be ready to answer some questions or objections from other participants.



You are encouraged to deliver an exciting, creative and out-of-the box answers to help you convince other participants to agree with your proposal.

<b>Group A</b>	<i>Your mission is to solve the high absenteeism and tardiness rate of your workers resulting in high overtime costs. However, your management dislikes the idea of having the perfect attendance award as it brings out more problems than solutions. Besides, they ask: “Why give an award to the workers who are required to report on time, from Monday to Friday?” Give at least three (3) complementing solutions that may not necessarily require the company to spend money in solving such problem.</i>
<b>Group B</b>	<i>Your mission is to reduce the turnover rate of employees, now pegged at 17%. It appears that the reason given by resigning employees (during the exit interviews) is the poor, and at times, toxic management style of line supervisors and managers. Identify three (3) major strategies packaged in a coherent road map that you can do starting next week. Be sure to get the consensus of everyone, including those from the HR Department.</i>
<b>Group C</b>	<i>Your mission is to reduce, if not eliminate product defects that are estimated to be around P63 million pesos a year. The company practices waste elimination techniques and yet it has been proven that defects cannot simply be eliminated for the past ten years now despite the corporate-wide program. In your opinion, what have gone wrong with your programs? How do you intend to solve them with the help of ordinary workers and sub-contractors?</i>
<b>Group D</b>	<i>Your mission is to motivate everyone to follow a strict production schedule and avoid customers’ penalty for late deliveries. But first, use the Five Whys Approach in determining all possible reasons why there’s delay, in the first place. Instead of limiting yourself to Five Whys, stretch your imagination by asking at least ten Whys. Then begin to answer the tenth why.</i>
<b>Group E</b>	<i>Please feel free to solve a specific and recurring management issue that is not found in this activity sheet. Explain it in real terms here. What possible losses, in both monetary and non-monetary terms, if such problem is not resolved?</i>

**NOTE:** *This is in Taglish version to help many factory supervisors and line leaders who were promoted from the ranks to fully understand the case.*

**SOURCE:** *Rey Elbo, Kairos Management Technologies. Copyright 2018. This activity sheet is used in the popular “Superior Supervision” seminar done as an exclusive learning event for organizations. For details, visit [reyelbo.consulting](http://reyelbo.consulting) or call (02) 846-8951 or 0915-406-3039.*