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Barbara Norris: Leading Change in the General Surgery Unit

Introduction

This paper explain the case of Barbara Norris on need to show the challenges of leadership especially in a sensitive department such as healthcare. Any change in the structure of an organization brings a lot of challenges for its employees; for the new nurse manager, Barbara, who was assigned to lead the General Surgery Unit (GSU), that change is even more challenging because the unit had been performing poorly.

Barbara's Leadership

Barbara has a team that has many problems inherent, as it is a team in need of extreme help. The first is high organizational politics; second, she has to win the soul of her team; and third, she needs to utilize appropriate techniques to solve these problems.

Enhance Communication

Formulate and state work environment expectations to minimize misunderstandings and encourage response.

Conclusion

Barbara Norris's experience formulates a rather complex concept of change in a health care organization. These personal and professional approaches to leadership, empathy, teamwork, and systematic analysis and problem solving offer lessons for leadership and organisational improvement.

Resource

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