

Organizational Behavior

GUIDELINES FOR WRITTEN CASE ANALYSIS¹

The purpose of a case analysis assignment is to provide you with an opportunity to apply concepts from class to real-world situations. Your case analysis should follow guideline - no more than four-six typed pages, double-spaced, (excluding a title page and references - if you used any references). Please be sure to incorporate theories or concepts from videos, exercises, text and/or other readings, and please cite these appropriately in the body of the case analysis and the reference section.

You are encouraged to use an outline format (i.e. use headings) that helps you succinctly present your analysis and recommendations. Your case analysis should follow the model described below:

- Read the case thoroughly a couple of times (more if needed ☺).
- Begin your written analysis using the following format and/or headings:
 - **Synopsis** of the Situation: Write a synopsis or case statement that describes the background information about the case - an overview of the case.
 - **Key Issues:** Define the key issues/factors in terms of organizational behavior concepts such as decision-making, leadership, interpersonal conflict, perceptions, power and politics etc, and identify the roles of the “Key Players” in the case. You should only include those issues/concepts that have a direct impact on the identified problem/s or the key players in the case.
 - **Define the Problem.** While there may be several problems and a multitude of symptoms, attempt to identify those that you believe are one or two primary problems, the resolution of which you are convinced would alleviate most of the symptoms found in the case. The problem/s in the chosen case will most frequently revolve around one or more key concepts involving some aspect of organizational behavior. When you define your problem, please keep this goal in mind – what problem/s contributed to the existing situation.
- **Alternative Solutions.** Develop two or more alternative solutions to the problem/s you identified above. This should not be a laundry list of ALL actions one could take to address every symptom, but alternative action steps that could correct the problem/s at hand. Also, please identify the pros and cons of implementing each of the alternatives you recommend.
- **Selected Solution** to the Problem: Of the solutions you list, please select one in terms of why you believe it would be the best alternative. Most of the work for this section will already be done as the alternative solutions proposed in the earlier section should have clearly pointed out the advantages and disadvantages to each proposed solution. Additional study or research can be a part of the recommendation, but should not be the primary solution. Your job is to identify an action, not put off action.
- **Expected Results and Rationale** for the solution: *Detail* your conclusions and recommendations with supporting rationale including concepts from the text or other sources. Cite sources to substantiate what you say. Identify possible negative and

¹ The guidelines are adapted from the original document available at the following website:
<http://academic.regis.edu/llange/workshop/Syllabus%20-%20WRITTEN%20CASE%20ANALYSIS%20Guidelines.doc>

positive results of successful implementation of the solution/s you picked. In other words, what are the negative and positive consequences of success? We all know failure is a possibility, but what do you need to be prepared for if your recommendation is successful?