MALKINSON PRINTING COMPANY: THE EVOLUTION OF A FAMILY BUSINESS

TEAM 10

Anam Ahmed
Yan Huang
Jiaying Li
Tiffany Kwok
Ryan Penny

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SOLUTION

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EVALUATION

- Employee survey
- Track number of disagreements

DIAGNOSIS

Teamwork: Processes and Communication

- Storming stage
- Lack of communication
- Inter-group and relationship conflict

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ACTION PLAN

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Leadership

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Negotiation Style

- Leadership and management showed competing styles of conflict

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Leadership Style of Emma Richardson

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- Laissez-faire
- Consults teams but makes no decision during meetings

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Teamwork: Processes and Communications

- Build a more perfect organization management system
  - Better relationship with individuals
- Make an interdepartmental team
  - Exchange opinions
- Make changes to impact the company
  - Focus on team characteristics

Leadership

Negotiation and Conflict Resolution

- Adopt a collaborative negotiation style
- Integrate high assertiveness with high cooperation
- Encourage the heads of each department

Decision Making

- Implement some of the approaches listed in Cezar Vasilescu's article
  - *Effective Strategic Decision Making*
- *Think about different types of outcomes that can be a result of each action*
- *Do pros and cons list and evaluate those actions*
- *Learn from others' experiences*