

Malaysia: People First?

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- Describe the situation
- Identify problem
- Evaluate previous action
- Find out causes. Introduce relevant theory(ies) to apply
- Develop alternative(s) based on the theory(ies)

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Tim Keller's Background

- Keller was born and raised in New Mexico
- went to St. Pius X High School
- Attended the University of Notre Dame
- Studied art history and finance.
- Tim Keller's involvement in the Student International Business Council led to a summer internship in Russia
- Then he worked for Honeywell Inc. as a process consultant.
- After graduating, he was working in investment banking at Credit Suisse First Boston in San Francisco, California.
- He decided that investment Banking was not the right fit.

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Harvard Business School

- Keller returned to the United States to attend Harvard Business School.
- Continued his studies on political economy & business development.
- He also took classes at the Kennedy School to delve into politics.
- Final semester at HBS, Keller was committed to finding the best job opportunity.
- He chose KPL because of the company's focus on strategy & organizational performance.
- When he started working at KPL, he got the opportunity to manage project and client teams.

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Katzenbach Partners LLC

- KPL was founded in November 1998.
- Create by Jon Katzenbach, Marc Feigen & Niko Canner
- KPL is a consulting company with a focus on the intersection of strategy organizational change.
- KPL had developed a reputation as a prestigious boutique firm.
- He choose KPL because at KPL promoted work life balanced for its consultants, fostering a culture that did not encourage long work nights and weekends.

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Identify the problem

1. Tim Keller's problem with his co-worker
 - Keller have communication problem with Kurtzman.
 - He did not meet Kurtzman and communicate through email.
 - Kurtzman have high demand & he have high expectationn to Keller.
 - Keller also have communication problem with sullo.
 - Sullo like to work alone & communicate with Keller through email too.
 - Keller also have problem with Anderson, one of the best worker at KPL.
 - He leave Keller with a lot work & Keller lack of knowledge about this project.

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Basic reasons that
circumstances

person who will think
times before start any
people can do

answer he received
need to come"
of his role by the

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2. Tim Keller's problem is Dilemma
 - Tim Keller do the best for the project proposal, but when make a meeting, Keller do not attend the meeting.
 - The meeting between Anderson & Kurtzman.
 - He anxious that Anderson cannot answer Kurtzman's question.
 - After all this happened, Keller in Dillema, whether he should continue his service at this company or not.

What kind of reasons to occur the case? All causes and evaluation.

- The own way of Tim Keller's in his personal & work life.
- The "question" which give himself always before starting the any job.
- The person who really effort n order to gain achievement for the company.
- The prudent act of Tim Keller during the circumstances between Kenny Kurtzbach

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