



# Managing a Global Team: Greg James at Sun Microsystems, Inc.

*by: Rebecca, Victoria, Nina, Jet & Chyson*



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# *Case Overview*

- Sun Microsystems, Inc.
- The International Team
- HS Holdings
- Communication Barriers
- Possible Lawsuit

## *Central Business Problem*

The international team is not operating in a way that is perceived as fair by all members included, leading to breakdowns in communication and expensive company/client conflict.

# *Statement and Critical Issues*

## 1) **Perceived Distributive Justice**

(The French, Indians, UAE and Americans)

## 2) **Perceived Interactional Justice**

(Favoritism towards US)

## 3) Lack of **Communication** (The Queue)

# *Stakeholders*

- **Greg James** (Department Manager)
- **Nick Elliot** (Application Support Engineer, SC)
  - **Pam Lawry** (Sun Vice President)
- **Praveen Devilal** (Mumbai Team Member)
  - **Ahmed Nazr** (Dubai Team Manager)
- **Rahul Ashok** (Mumbai Service Manager)
  - Existing **Customers**

# *Stakeholders Investment*

- Greg James
- International Department Team
- Sun Microsystems, Inc.
- HS Holdings/Clients

# *Possible Solutions*

- Resolve current **interpersonal** issues  
*Cultural awareness training, cohesion, weekly face-to-face meetings, and aligning goals*
- Create a better **communication** and **collaboration** system  
*Revise Open Work program and improve effective organizational communication skills*
- Restructure the entire **International Team**