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PART #1

Taking Responsibility Case study ((Gonzalo Sifuentes))

1. Yes, I would describe the Container Store as a high-performance organization this can be seen in their hiring process. By conducting many interviews and selecting very few applicants they can make sure they have the best employees. This performance can be seen in the employees connecting with the customers which can't be said about every retailer. This attitude is what keeps people coming in when you hire good people and they perform well you can see this in the sales. The high performance can also be attributed to the number of hours spend training which is more than the industry standards of retail.

2. HR managers could see the effectiveness of employees by conducting customer surveys or by monitoring sales records based on employees. This might compromise the idea of employees come first because it could make the environment more competitive for sales. I don't think making employees train more would be the answer to this profit problem.

Managing Talent Case study ((Juan Bordas))

1) I first have to say that it is fascinating that something like HindlePower exists and they really do not have the clock in, clock out policy. They truly rely on their employees to be honest and do a good job which is great. However, I don't think this company is a high-performance organization because of its size and its lack of technology. It is very well organized indeed, having one of the best systems out there, and the employees are great.

2) An HR manager would be able to do this company a high-performance organization by introducing a higher level of technology maybe by replacing manual labor with machines that would make the products faster and cheaper, of course. However, this idea completely goes against Bill Hindle's vision for his company because he is really proud about his employees and how great they are at their job.



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