*For this task, you will select communication strategies and leadership styles and evaluate how effective they are in managing communication, conflict, and cultural issues within an organization. Throughout your career, you will be using these leadership skills within an organization to resolve challenges that you will encounter. You will have the knowledge to apply your talent, manage people, and deliver results for the company you will work for.*

*SCENARIO*

*You have recently been hired as the manager for the Global Network Administrators Group to enhance operational functionality. Part of your team works in the U.S. office; the other part of your team works in India. The administrators in the U.S. office have been allowed to do their jobs without direct supervision. Some employees in the U.S. office do not adhere to the following company policies: Network connectivity issues should be responded to within 4 hours; resolution of network connectivity issues should occur within 24 hours; and all issues should be documented, categorized, and put into a web-accessible frequently asked questions (FAQs) document for future troubleshooting purposes.*

*The company network has been breached several times and runs slowly, and it is difficult to get a response from the U.S. office related to network connectivity issues. The office in India has been overloaded with requests to check connection issues at the U.S. office, making it impossible for the India office to respond in a timely fashion to the international issues for which they are responsible.*

*In order to enhance operational functionality, you must consider the ideas you wish to implement and formulate a strategy or approach. You must also consider the impact on the stakeholders of the business, including the shareholders, the customers, and the employees. Equally satisfying these three groups can lead to a well-balanced, successful organization.*