

ABSTRACT

There are several leadership skills that the people who are holding the management position should considered exercising in the organization depending on which type of business. In the franchise business, according to the research, actual problems found and the feedback from the employee in the organization, there are three leadership skills which the manager should consider exceling and improving including communication skills, motivation skills and delegation skill.

The purpose of the study is to describe and analyze the current situation of the leadership skill of the managers in term of delegation, motivation and communication in order to identify the appropriate OD intervention based on the key finding of this study. This study also focuses on the initial impact of organization development intervention on leadership skills of the managers including those three areas.

An intervention program has been designed and implemented according to the pre ODI finding. The result concludes that there are significant changes in the leadership skills of the manager in terms of delegation and motivation skills of the targeted managers. For the communication skills there show no significant impact by the intervention however initial finding did advocate that positive change was in effect. Supporting evidence can be seen by the feedback from the open-ended question answer by the employees and also the diary written by the manager themselves that indicates trend toward the improvement on communication.