**FINAL CASE QUESTIONS**

Zappos

Please answer the questions in question-answer-question-answer format. Use word or .pdf format. There is no page limit. Grading criteria include: (a) accurate answers (40 points); (b) thorough answers (40 points); and (c) professionalism and clarity of writing (20 points). There are five suggested readings for this case posted on D2L. You are welcome to cite additional sources, Pick one of the current challenges facing Zappos.

1. Analyze and describe a potential change situation based on one of the challenges.
   1. What is the topic of change?
   2. What are the benefits and risks of the change?
   3. What type of change is it?
   4. At what level is the change occurring? (Individual, Team, Organization)
2. What type of data would you want to collect about the change?
   1. Who would you ask?
   2. What type of data would you request?
   3. How would you deal with confidentiality or anonymity of the data?
3. *Imagine* a particular diagnosis from the data (you pick!). Describe that diagnosis.
4. What is an appropriate intervention given the diagnosis?
   1. Describe the intervention in detail.
   2. Who will be impacted?
5. How will you assess the efficacy of the intervention?
6. What skills do you think would be especially important for an OD practitioner to have for an engagement with this organization?