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Executive summary

In this report the development of critical thinking in an organization has been discussed. It has focuses on the values and behavior of the employees in the workplace which affects the critical thinking of the employees. The critical thinking of the employees changes the viewpoint of the employees towards a problem. Here the electronic modes of communications have been discussed so that the communication system of the company can be improved. Here the role of the employees has also been analyzed and evaluated related to the management theories. In the report the role of the volunteers has been analyzed. The volunteer has identified the problems of the company and has recommended has a few solutions so that the company can improve the communication systems. The volunteer has used the critical thinking so that the problems can be solved differently.

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1. Introduction

Critically thinking is the capacity to identify and evaluate a concept objectively. By developing critical thinking skills will help an individual to become an important member of the team whether it is work, at school or anywhere. In this report, the topic deals with the development of critical thinking of the employees in the workplace. As stated by Witzel (2016), management values those workers who can think critically as they are able to bring solutions which are creative in nature helping the business to remain competitive and innovative. People who can critically think are able to make positive contributions to the company (worksmart.org.uk, 2018). Developing of critical thinking in the workplace includes evaluation and careful judgment of a problem so that they can create judgments which will help the management and the employees to look at the situation differently.

The current report has been prepared for the chosen the company Badger Associates Ltd in UK (hku.hk, 2018). In this report the beliefs and attitudes of the workforce in the company have been analyzed and their role in the company has been identified (ncbi.nlm.nih.gov, 2018). It has also analyzed the theories of the management and customer engagement which is required to develop critical thinking in the company. A discussion of the impacts of beliefs, attitudes, and values of the workforce in the organization has also been carried out. Based on the impacts of attitudes and beliefs a few recommendations have been recommended to enhance the development of critical thinking in the organization so that the company can remain in the competition and flourish. It will also help to bring new ideas and solutions into the company and will improve the condition of the company.

2. Presentation of business case

In this business case it can say that the Central government is looking about the training from the NEET to the young generation. In this present case it can say that the government is trying to reduce the time according to the perspective of the government. Except that it also say that government will arrange different prospectus such as evidence from the existing workforce, retired volunteers and also other factors that mainly impact on this case. Moreover the government is trying to change the different prospectus according to this which may impact on the organization culture according to this perspective.

3. Analysis

3.1 Organizational beliefs and attitude

Values-	Values help to guide the behavior of the workforce in an organization. Values are considered to be more or less permanent. Values help to guide judgment and action over a situation. Values are originated from cultural and social mores (worksmart.org.uk, 2018).
Attitude	Attitudes involve dislikes and likes of the employees toward a situation, things and people in the organization. As stated by Witzel (2016), it can be changed with the preferable experience of an employee. It is considered to be the personal experience. They refer several beliefs of the employees in the organization which is focused on a particular situation and object (shrm.org, 2018).
Beliefs	Van der Walt and de Klerk (2014) stated that a belief is regarded as an internal feeling which is considered to be true in spite of the belief has been proved irrational. From real experiences of the employees, the belief is originated. The beliefs and values of the employees have an influence on the quality of work. Belief is considered to be essential as it reflects who an individual is (ncbi.nlm.nih.gov, 2018).

Table 1: Beliefs, attitude, and values of the organization

(Source: created by the researcher)

According to the table it can say that the values, beliefs and attitudes affect on the employees of that particular organization. Moreover the table also configured about the impact on the experience of the employee on that particular organization and in which manner the values, attributes and other factors will improve.

Here it has been analyzed the attitude, beliefs, and values of the workforce working in the Badger associates ltd. In this business case it has been found that the central government was trying to reduce the time containing for the education or training by the existing workforce or other factors. The belief, attitude, and beliefs of an individual are interrelated in order to form the behavior of an individual. While implementing strategies in the workplace managers tends to choose much theory (hku.hk, 2018).

3.2 Role in the workplace

In order to improve the communication systems of the company so that it can allocate more time to the clients. It can introduce various advanced technologies in the company so that the communication systems can be enhanced. To improve the communication systems of the company effectively it is required to analyze the communication problems. As stated by George (2015), the company can launch an app through which the clients would be able to get information regarding the services offered by the company. The company must adopt effective communication strategies to resolve the communication issues in the workplace. As opined by Kantilla (2015), the Asana application can help the employees to become more productive. With the help of the private and chat tools can help the employees to make more effective. George (2015) opined that the employees can get designated space to collaborate besides; they can have their own sites where they can provide information regarding their services to the employees. They can use mobile phones effectively to improve their communication systems with the clients (Elevers, van Rijnsoever and Niesten, 2017).

As a volunteer, some changes are needed to be brought in the company so that the existing communication systems can be improved. The volunteer has identified that the existing communication system is very time consuming and involves a lot of expenses in order to meet the needs. In order to cut down on the budget for communication purpose, a few strategies need to be followed. The attitude of the employees is primitive as they prefer face to face communication (Lindebaum, 2016). They prefer to have personal contact with the customers

which requires a lot of time to have a face-to-face communication and travel expenses also. By applying system theory the methods of the communication needs to revise so that the company can allocate more time to the customers. The volunteer recognizes the importance of the electronic communication systems and incorporates it in the communication system of the company. Under the system theory, the employees must have adequate knowledge regarding the advanced electronic communication devices (Serrat, 2017).

The company must train the workforce and make them aware the application of the advanced electronic communication system so that they become competent enough to handle the electronic communication systems. The volunteer needs to examine the systems of the communication system and draw a strategic plan with regard to the prevailing communication system. As stated by Schmidt (2014), the concept of the systematic theory is made strong by putting stress on the significance of the relationships of the parts to the goal to be acquired. The volunteer in the system approach needs to analyze the structure of the system of the company and the structure of the supra-system. In the systematic approach the network system can be defined on the three parameters: the variety of the communications system, this variety of communication observed over the time and the ability of the employees in the company to fully understand the structure (worksmart.org.uk, 2018).

With the help of the mind maps the volunteer can examine the present situation and develop a relationship between the core problem and the situation and determine the best possible method to precede further (ncbi.nlm.nih.gov, 2018). After collecting the information and identifying the gaps in the communication systems the situation is examined along with the weak points, strong points, and obstacles faced by the employees while resolving the problem. The cause-effect diagram can be used as a tool to analyze the situation and the problem by dividing the issue from its cause and then categorize the problems based on their effect on the problem and its kind (criticalthinking.org, 2018). Under the bureaucratic system, the task of each volunteer is made clear and it avoids all kind of biases. This management theory will make the company efficient and successful in the UK market. As opined by Lindebaum (2016), as for example, while the volunteer has been communicating with the retired volunteers about their experiences of the existing communication system, the attitude of the volunteer was justified by the human relations theory (worksmart.org.uk, 2018). Moreover, the volunteer's ability to plan for the incorporation of an electronic communication system also involved the implementation of the system's theory.

Through the application of this theory, the volunteer would keep documents and detailed record of the company. The scientific theory will engage the volunteer to find the best way to improve the communication system of the company through the adoption of social media and another communication medium. By applying scientific management theory the volunteer will incorporate a management methodology, choosing and train the employees and supervise them. Under the contingency theory, the decision taken by the management will base on a number of aspects of the circumstance: the quantity of appropriate information and data possessed by the leader. The design of the company and its services must fit in the surrounding environment.

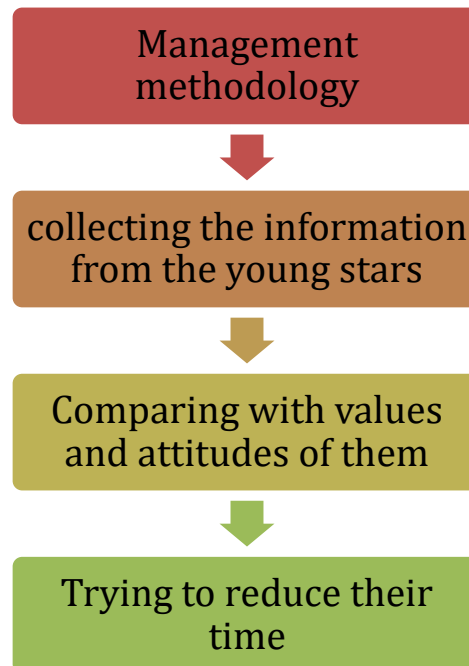


Figure 1: Role in the workplace in Badger associates ltd

(Source: created by author)

3.3 Analysis of beliefs and values

The organizational productivity and service quality of the workplace is increased with the help of implementation of the management theories. Generally, based on the workforce purpose and workplace a number of management theories are combined and are implemented in the workplace. Wechsler *et al.* (2018), in Badger associates ltd with the help of the contingency theory, the disciplines of the organization are embraced by the companies in the UK. As opined by Cornelissen and Durand (2014), contingency theory helps to understand the employees better

in a work environment. The best way to solve the problems of the employees depends on the situation. As opined by Ahmed, Choudhary and Nishant (2016), the company needs to apply trial and error to see what kind of variables give the result which is needed. Here the contingency theory will help to identify the working condition of the Badger associates ltd and the techniques used by the company to operate their business.

As stated by George (2015), the company needs to cut down its time so that they are able to allocate time to each client and should rely more on the other advanced electronic devices. With the help of the system theory, the values of the company can be expressed as evolution, development, and potentiality of existence. As stated by Christina *et al.* (2014), with the help of this system environment and organization are viewed as the pattern of activities which are developed by the actions of the human. Colbert, Yee and George (2016) opined that for this, the manager has to strategize plan structural adjustments so that the manager can ensure the survival of the entire system. With the evolution of the management theories then employees can work more effectively than before. As opined by Huber (2015), the theories of the management have been developed from "bureaucratic" and "scientific" management and have evolved from a focus on the authority.

The scientific management synthesizes and analyses the workforce. Yadav, Sushil and Sagar (2014) stated that with the help of this management, the company can improve the economic efficiency particular productivity of labor. The theory aims at increasing the productivity by building mutual trust between the manager and the workers. The standard of the service is also improved by applying scientific methods like ISO quality standards. As stated by Kwok (2014), with the Bureaucratic Management the organization along with the members of the organization are ruled by rational legal decision-making rules and also involve the structuring of the organization into a hierarchy. Conrad (2014) argued that the management focuses on how the workers can perform their tasks more efficiently and it is concerned with the individual tasks of the organization.

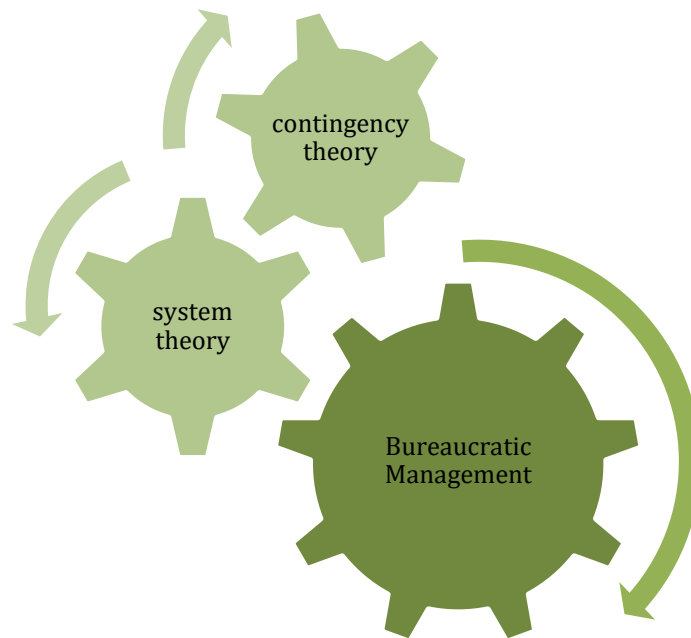


Figure 2: Theories of the management
(Source: created by the author)

3.4 Impact of beliefs and attitudes and values

The attitude, beliefs, and value of the workforce in an organization determine the standard of the services provided to the customers. Doleck *et al.* (2017), the values of the workers are generally created by their parents teachers friends in their early years of life. Within an organization, the individuals can have different values. Jones, Woods and Guillaume (2016) stated that shared value between the management and the workers results in positive work attitudes. Two of the important factors which lead to potential clashes of values in the company are differences in generation and differences in culture. As opined by Witzel (2016), attitude is considered as the evaluative statement it can be either positive or negative towards a situation in the organization. Attitude is the reflection of what an individual is.

Attitude is considered as an important aspect of the company as it influences the behavior of the job.

A positive corporate culture looks after a lot of an informal interchange of behavior norms and information. Manika *et al.* (2015) stated that some of the values of the company are keeping the promise, have a positive attitude towards the situation and environment in the workplace, and

have trust among the employees and with the management, honesty among the employees, helping the team members so that the output of the team is improved. McCormick, Clark and Raines (2015) opined that it also includes showing tolerance towards a difficult situation in the workplace, respecting the rules and policies of the company along with the other employees of the company. Peltz, Lipp and Northridge (2015) stated that the values of the company also involve meeting the deadlines of the projects; bring a difference in the point of view towards a situation so that the company can stay in the competition.

The values of the organization's workplace set the tone of company's culture and help to identify the strength of the company. As stated by Kantilla (2015), so it is important to align the value of the employees to the values of the company. This helps people to understand better one another which in return build strong working relationships. If the values of the company are not aligned with the values of the employees then each employee work differently towards different goals with various intentions and different outputs. As opined by Goodstein *et al.*, (2017) as a result this can spoil the productivity, creative thinking, work relationships and also job satisfaction. A positive attitude in the workplace brings the feeling that everything can be accomplished. With a positive attitude in the company

- Increases the productivity of the company (Eleven, van Rijnsoever and Niesten, 2017).
- Increases the sense of camaraderie (worksmart.org.uk, 2018).
- improves the customer service provided by the company.
- It also helps to share information and ideas with other employees (hku.hk, 2018).
- It enhances the morale of the organization.
- Stuppel *et al.* (2017) suggested that it also helps to overcome the difficult situations in the company.
- helps the employees to try new things and think creatively
- Witzel (2016) stated that It helps the company to have great teamwork

Whereas negative impact attitude of the employees damage the performance of the employees, reduces the energy levels. Sashi (2015) stated that it also reduces the standard of the work product; the employees are unwilling to try new things in the company. The negative attitude of the employees also leads to poor customer management, they find difficult to overcome the

obstacles it also brings the depression feeling within the employees. Thus the positive attitude of the employees can enhance the prevailing condition of the company and will help them to flourish in the UK market. Schmidt (2014) opined that the value and attitude of the employees help to bring creative thinking among the employees which help them to run smoothly. The critical thinking of the employees does not make any assumptions regarding any issues which arise in the workplace. Stupple *et al.* (2017) stated that it forces the managers and the employees of the company to look beyond the probable solutions and search for creative ideas that deal with the problem efficiently. If more employees engage themselves in critical thinking they come up with more new solutions to the problems.

Critical thinking can benefit the diverse workforce of the company. It also motivates teamwork and gives every employee an opportunity to affect the future of the company. Scenes, Tilakaratna and Matron (2015) argued that the critical thinking can be effectively used to promote tolerance in the workplace and can develop multiple solutions to the same problem. Critical thinking helps the company to provide a various range of solutions to the customers; it also helps in workplace innovation which as a result helps the client to choose from the options in order to solve the problems. As opined by Kantilla (2015), the critical thinking of the company also helps the updated manufacturing process which in return leads to innovative ideas for another manufacturing process. The critical thinking of the employees can take the company to reach the heights and become popular in the UK market. It also helps the company to flourish eminently in UK market. **[Refer to appendix 1]**

4. Management theories and role

Management theories and role in the workplace

The theories which are adopted by the Badger associates ltd are helpful to draw strategic plans to improve the efficiency of the communications systems. With the help of the scientific management, the standard of the services is maintained.

The volunteer needs to improve the customer engagement by providing electronic methods of communication through which they can reach to many customers in an instant. The inductive reasoning helps the volunteers to specific the problem. It helps the company to make an observation, create a pattern and draw an explanation which will help the company to make further advancement (shrm.org, 2018). Deductive reasoning began with the hypothesis and

identifies the all possibilities to draw a specific conclusion and this can be used by the volunteer when an issue arises in the company but it cannot be used for the planning purposes. Hurson's productive thinking model helps the volunteer to ask questions, generate answers to the issues, and align all the resources available in the company (criticalthinking.org, 2018). The first step of the model helps to understand the problem that the employee needs to deal with it.

The next step is to examine the impacts of the problem which is occurring while customer engagement. For these, the volunteer has gathered information from the employees and the management of the company regarding the obstacles the company is facing while making contacts with the customers with the help of human relation theory (shrm.org, 2018). The volunteer has examined the problems of the budget involving the communication system. This has justified the third step of the Hurson's productive thinking model.

As opined by Goodstein *et al.* (2017), after implementing a solution to the problem the volunteer is going to create target future for the company by explaining the success. For this, the volunteer comes up with the creative answer to solve the issue of cutting down on funds. For this, the volunteer has used the systematic theory so that the volunteer can systematically plan the budget of the company used for communication purposes. Toner and Moran (2016) stated that by thinking critically towards the situation the volunteer is able to come with innovative ideas. The positive attitude of the employee helps to formulate a creative answer to the problem. The strategy is to develop the critical thinking among the employees of the company so that the solutions given by the employees help the company to make effective changes. As opined by Brookfield (2012), the volunteer is able to overcome the obstacles easily and draw a plan to solve the problem. If the values of the employee are aligned with the values of the company then it becomes helpful for the volunteer to work appropriately towards the goal. As stated by Huber (2015), the friendly attitude of the workplace helps the company to get effective teamwork regarding the issues faced by the company while communicating with the clients.

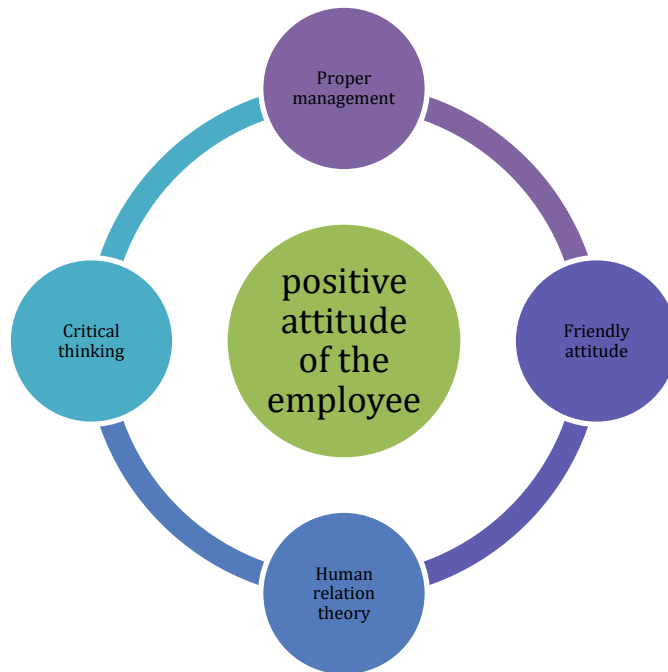


Figure 3: Role in the workplace

(Source: created by author)

5. Recommendations

The recommendations has been provided based on the issues are that they can provide 24/7 help lines to the customers so that the customers can make use of it when they need it to solve their queries regarding the services provided by the company. As opined by Sashi (2015), apart from all these they can also provide online chat system where the clients can easily ask their questions to the operators of the company. As influenced by Kwok (2014), at present Internet of Things has gathered a lot of attention and it shows tremendous potential to enhance the efficiency. This is the modern technology which makes the communication system flexible which allows them to connect with their clients and can do their job effectively.

Cloud-based telephones

Another effective way to improve the communication system of the company is the introduction cloud-based telephone systems. With the help of this system, the employees can use the same number to take the calls in the workplace on their personal mobile phones by keeping their personal number confidential. It is less expensive to set up users. As influenced by Manika *et al*,

(2015), it has provided flexibility portability and affordability to make the modern workforce effective.

Social Networking Media

At present, the social media plays an important role to make the communication system effective. The company can make direct contacts with its clients by developing accounts on social media. They can promote their services by being there in the search engines of the customers. They can have discussion forums for the clients where the information can be shared with the clients by the company. Retired workers can orient newly recruit workers helping them to rectify their mistakes quickly. Here the employees can ask questions and discuss the strategic plans and workplace it helps to create an effective bond within the organization.

Email

They should have electronic mail to send attachments to the clients regarding the services provided by the company. They can also send direct links to the customers which will help them to view the official webpage of the company. The company can provide walkie-talkie to the employees so that they can attend. As influenced by Goodstein *et al.*, (2017), with the help of the electronic mail the company can hold a mini conference; can pass the documents share information within the workplace and also with the clients. It can now also be regarded as legal proofs of transactions and contracts. It can be used as a powerful medium to send promotional messages to the clients. Nowadays the customers receive graphically enhanced emails instead of cards in their mail. ***[Refer to appendix 2]***

Mobile phones

Nowadays people are depending on the text messages and short emails using their personal mobile phones and personal digital assistant. Text messages are considered as the strong appeal as everyone with mobile phones can avail the facilities of the text message. With the internet capabilities, PDAs have changed the method of email works, it often used to keep contacts with short and quick messages similar to that of the text message but the connection type is different. As a consequence, the companies have started marketing to the clients via mass text messages.

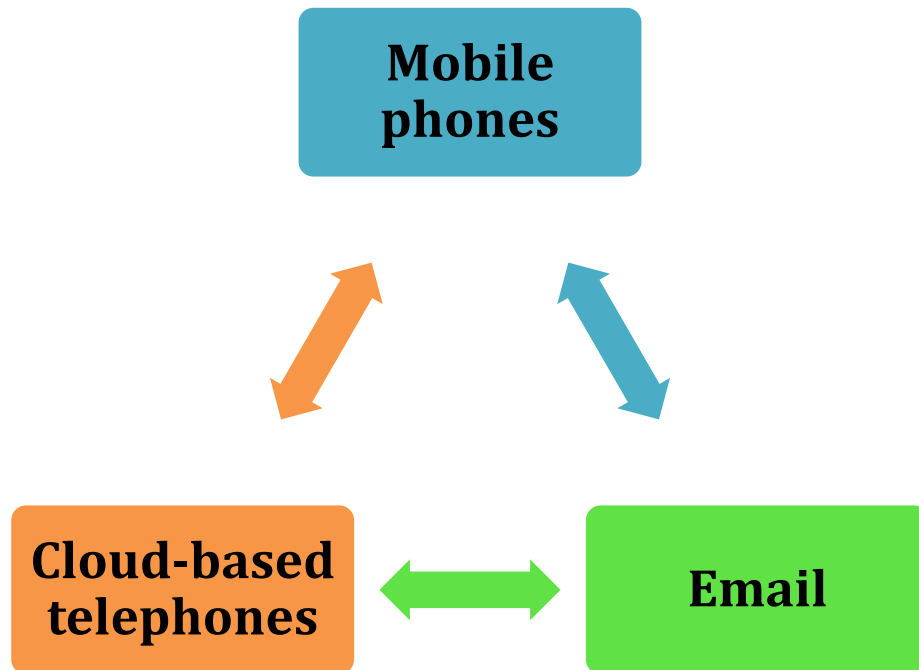


Figure 4: Electronic communication system

(Source: created by the author)

6. Conclusion

Thus, in this report, the importance of the critical thinking in the workplace has been discussed. It has been mentioned that critical thinking helps the employees and the management of the company to look differently towards a problem which helps the company to make advances in the problems. It has also focused on the impact of the values, attitudes, and beliefs of the employee in solving the problem. The employees with the positive attitude towards a problem help them to come up with creative solutions. It is seen that with the help of the management theories the volunteer is able to identify and analyze the issues that the company is facing while communicating with the customers.

The volunteer has identified the gaps in the communication systems of the company by asking the employees and management of the company by developing the human relationship. This has helped the volunteer to formulate a strategic plan in order to improve the communication systems of the company. The volunteer has gathered information and data regarding the problem which has helped the volunteer to adopt a number of management theories.

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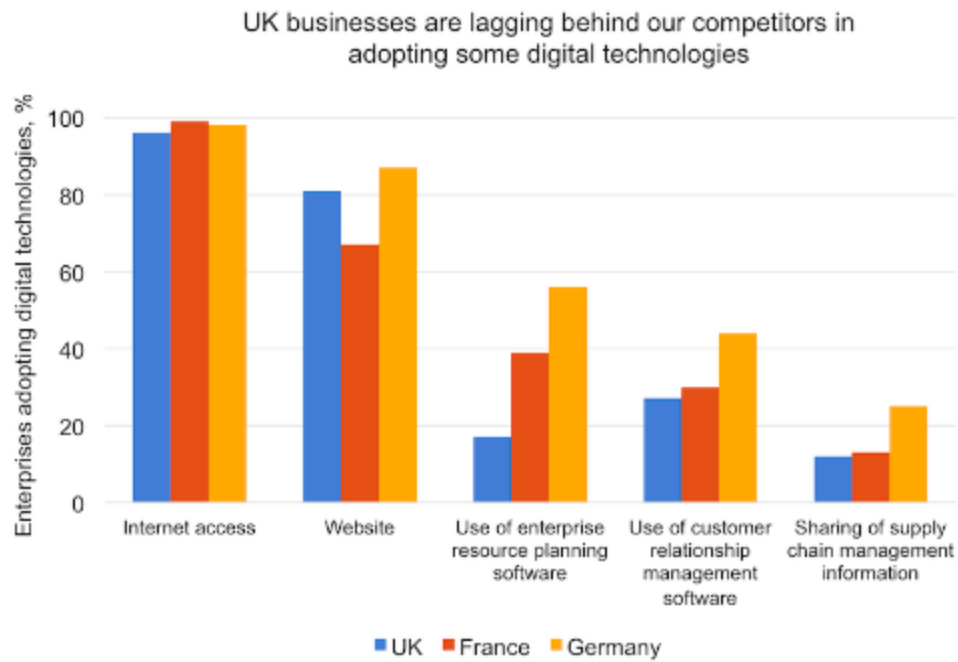
Appendices

Appendix 1: Inductive reasoning

Variables	Statistics of groups	Mean	Degree of freedom	Statistics <i>t</i>	Meaningful
Critical thinking skills in dimension of inductive reasoning	Smart Ordinary	7.64 5.05	336	8.867	0.000

(Source:<http://www.ijeprjournal.org/article.asp?issn=2395-2296;year=2016;volume=2;issue=2;spage=82;epage=87;aulast=Jahanian>)

Appendix 2: Digital Technologies



(Source:<https://www.gov.uk/government/publications/uk-digital-strategy/uk-digital-strategy>)