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University of Wales Trinity Saint David

**Developing Workplace Critical Thinking
BMSW5101**

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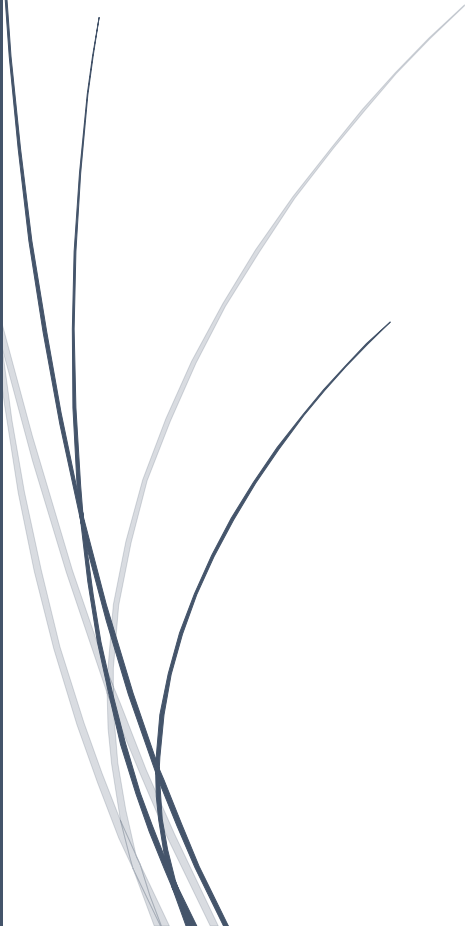
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1. Introduction

Critical thinking is all about asking questions, the right question. Most people express their opinion and speak without thinking about what is right or wrong to say. The right questions help us to review the meaning and the significance of claims and arguments. Developing those skills help us in our life to evaluate and adapt in different situations. In this assignment, It will be discussing the casino environment, using theories models tools, analyse, change in the organization from my university journey.

2. Background of the Organisation

People entertaining is important for the business, they always want the customers to be pleased of our environment. Manchester 235 casino presenting to the customer's entertainment and hospitality. Located in Manchester, England highly rewired restaurant James Martin, live events, casino games as roulette, blackjack, slots machines, punto banco, and poker, elevated customer service deliver joy and satisfaction of the visitors (Zen Media, 2021). The UK's top venue is open twenty-four hours, and everyone is welcome to have a wonderful experience.

3. Management Theories

Management Theories help employees easily to adapt and develop in their workplace. The systems of the theories give a better understanding of their goals and accomplishments (TechnoFunc, 2020). An organization is a group of people working together to achieve one or more goals. The Hawthorne studies (1924-1932) found that workers feeling, and attitudes affected their work, also showed that when management pay more attention to workers, productivity increased, but equal importance should be given to the teams, it means that the human factors were more important than physical conditions or the work itself. High-quality relationships are important to success, in the human relations is all about interacting and connecting with people, working in a team, communicating in the organization. The management must focus on three keys and

principles about job satisfaction, need for attention, social interaction, and individual achievement. Human relationships also involve individual and group behaviour and have caused an effect on organizational accomplishment. In my experience, I can say that happy workers are more productive than unhappy workers. When people working in a particular organization, they want to go on well with the team, not everyone connects and gets along together, but it is more important for the people to accept and respect each other. Another motivational theory created by Frederic Taylor (1856-1915) named Scientific management, originally used in manufactories, describes emphasizing efficiency by focusing on employee oriented and productivity. There is three components monitor, measure and control. People must have specific task and each of them should be always monitored. Employees are rewarded based on their performers. This model showed that the more productive, organise and loyal you are at work, people will be respected and well paid and people who are identified or less valuable are replaced by workers who are more valuable.

Reference:

<https://www.technofunc.com/index.php/leadership-skills-2/leadership-a-management/item/management-theories>

<https://www.bl.uk/people/frederick-winslow-taylor#>