



BMSW5101_LON
DEVELOPING WORKPLACE AND CRITICAL THINKING
LECTURER: FAIZU EDU

REPORT

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1. The Fox and Goose Hotel / Fullers



For my assignment I have selected a hotel called "Fox and Goose" part of The Fullers company. Fullers company is a very big company, with hotels and pubs and beer industry, spread throughout the United Kingdom.

This Hotel is located in Ealing, where have very good connections with Central Line at 5 minutes walking, and Wembley Stadium at 40 min walking or 15 by bus, you have the bus stop just in front of The Hotel, thus making its situation easy to locate and access. In addition to the hotel, the company has a restaurant that serves the clients of the hotel and external guest

The hotel and restaurant are managed by a director, who is directly responsible for the company, then it is divided into managers who are in charge of the different sections in which the company is organized, there is the reception, cleaning and maintenance area in the hotel, and the restaurant is divided into a bar area, kitchen and table service.

2. Company description

The Fox and Goose Hotel is 3 stars, it is located 3.2 miles from the Wembley Arena/ Wembley Park Avenue that hosts major events in London, and about 15 minutes by car from Kew Royal Botanic Gardens. Near and good connection to go to Walpole Park, Pitzhanger Manor House and Garden. The typical English Pub with à la carte restaurant, children friendly and pets.

This establishment offers a wide range of services, such as a seating area and climate control in the rooms. A private bathroom is also included in the rooms.

A daily English breakfast can be enjoyed at the restaurant included in the accommodation price. The Fox and Goose features the Fox Goose restaurant. There is a lounge bar at this venue, and it comes with free Wi-Fi and a lounge. The nearest tube station, Alperton, takes 10 minutes walking.

Situated in the Ealing neighbourhood, the hotel is within walking distance of Northfields Tube Station.

The company offers the following services:

Internet:

- Free Wifi

Parking options:

- Private parking around 50 bays.

Property Services:

- Safe
- 24 hours reception
- Express check-in and check-out
- Luggage storage
- Maintenance tasks
- Dry cleaning next to the Hotel

Restoration Options:

- Restaurant
- Bar/lounge
- Coffee/Tea in the lobby
- Special diet menus

In the kitchen:

- Kettle

Business facilities:

- Meeting/banquet facilities
- Fax/photocopy

For children:

- Special menu

- Yard
- Leisure / TV room

For disabled guests:

- Rooms/facilities for people with reduced mobility

In the rooms:

- Air conditioner
- Heating
- Free Minibar
- Living area
- Terrace
- Tea/coffee service
- Service

In the bathroom:

- Free toiletries

Appliances:

- LCD television
- AM/FM alarm clock radio

Design:

- Carpeted floor

General services:

- No smoking, only outdoors
- Lift

Pets:

- Pets Allowed at the Restaurant and at The Hotel with extra charge per night stay.

Due to the Covid 19 pandemic, sanitary and security measures have been applied both with clients and staff, due to this some services and facilities may be limited or not available. Preventive measures are also taken by denying access to clients determined by the government, additional information such as itinerary or documents required by the new government regulations can also be requested.

INTRODUCTION

Critical thinking is an essential capacity when examining something, can be a problem or data, in this way it is logical to think that for the proper functioning of any company it must have people trained with analytical skills to examine the information, understand it in the best way and explain it properly

At The Fox and Goose Hotel, critical thinking is applied in communication since there is active listening between managers and employees, providing critical thinking to the group and openly sharing conclusions seeking an effective solution to complex problems.

What is most valued in terms of critical thinking in fox and goose in problem solving, this ability that involves analysing a problem, generating and implementing a solution and evaluating the success of the plan and practical solutions are valued.

At The Fox and Goose Hotel, a Toyota promotion process has been used, which is part of the Lean philosophy. It is a process of continuous improvement for which teams are formed, problems are raised, and, in each phase, they seek to know why the issue occurs. to be treated and better solutions are sought.

Organizational culture is implemented, it is the set of beliefs, habits, values, attitudes, and traditions of the members of the company.

Clear values and norms are established, and thus positive behaviours are promoted that translate into greater productivity within the company and an adequate projection of the organization outside of it.

The organizational culture is fundamental in any organization since it guides the course of the company and guides the course it should take, it also directs the treatment that should be given to employees, customers, and society in general.

It is necessary to highlight the set of beliefs that the organization has about certain specific behaviours and about the aims or objectives of its existence.

The fundamental values constitute the base from which the leaders act and from it establish plans and strategies. Values drive organizations.

At The Fox and Goose Hotel these values are especially important:

- Importance of doing the job right the first time.
- Belief in superior quality.
- The client/guest is our priority
- Honest and direct communication.
- Excellence through continuous improvement.
- Sense of belonging to the organization.
- Mutual respect.
- Teamwork.

- Equal opportunity for all.
- Mistakes are taken as an opportunity for improvement.
- Responsible ethical conduct.
- Environmental Protection.

3.Management theories

In this section I am going to apply management theories to the company that I am analysing, I will try to explain what each theory consists of and how it should be applied in the company or in the case that it is being applied, I will try to improve the current application.

Taylor's scientific theory

It is a methodology that is based on scientific methods and laws that make it possible to make better use of the working day, avoiding waste of time and money in the production process.

Its objective is to reach the maximum levels of productivity and prosperity. To this end, it focuses, among other points, on promoting the preparation and training of workers, so that each one becomes more efficient and competitive.

Fox and Goose Hotel it could be applied if workers were given continuous training, at this time initial training is offered but training is stopped once the training process has passed, so the worker becomes obsolete over time, in addition that the working day should be shortened to make working hours more effective.

Theory of human relations

In this theory it is indicated that the most important and outstanding part of an organization is the human one, it confirms that a person is more connected with the well-being that surrounds him, in terms of the group to which he belongs, or the field, than the task itself. develops.

In this way, applying this theory in the company, it would be admitting that workers must be comfortable in their environment and with others for their work to be satisfactory, the company is concerned that workers are comfortable in their work environment and promote interactions between employees.

JAT

Consider the reduction or elimination of everything that implies waste in the activities of purchasing, manufacturing, distribution, and manufacturing support of a business. The purpose of the JIT method is to improve a company's ability to respond economically to change.

Applied this theory in the company that I am analysing, it would be to reduce to the maximum both the excess of purchases and the maximum use of the hotel rooms and in the restaurant, to try to ensure that there is not much surplus food and to make the most of the resources.

Bureaucratic management theory

Developed by Max Weber, bureaucratic management theory focuses on structuring organizations in a hierarchy so that there are clear rules of governance.

His principles in creating this system include a chain of command, a clear division of labour, the separation of personal and organizational assets from the owner, strict and consistent rules and regulations, meticulous record keeping and documentation, and the selection and promotion of employees. employees based on their performance and qualifications.

This theory is widely developed in the company that I am analysing, the chain of command is very well defined, the resources are well managed, the rules are clear, and they are followed. Perhaps it is not strictly applied but it is quite introduced.

Systems management theory

Businesses consist of multiple components that must work in harmony for the larger system to function optimally.

Employees are the most important components of a company, and departments, work groups, and business units are additional crucial elements for success.

This theory is not applied in the company because it is the manager who makes the decisions. It could be applied by implementing a program that managers can continue to involve workers and work together to achieve success in the objectives.

Contingency management theory

Developed by Fred Fiedler, according to this theory is that no management approach works for all organizations. Fiedler suggested that a leader's traits were directly related to how effectively they lead his team. He affirms that there are leadership traits that apply to all kinds of situations and that a leader must be flexible to adapt to a changing environment.

I understand that this theory can be applied by instructing leaders to use their critical thinking in the decisions they are going to make, keeping in mind that each situation is different and the decision they are going to make must be adapted to the problem.

Analysing the company, fox a goose, it is a company in which critical thinking is used in general, the organization can be improved in terms of decision making and perhaps optimize resources to maximize their use, in addition to the fact that this company tries to adapt to the times and to the changing environment, it tries to adjust using a staff with the capacity to analyse, think and solve any problem in the most objective way possible and valuing the other opinions.

Models of critical thinking

When we are faced with making decisions, our mind values our reasons and feelings that lead you to make a specific decision. This fact of making decisions is a very difficult process, in addition to explaining it would be almost impossible.

In addition to making decisions in a group is an even greater challenge since everyone contemplates different point of view and what was said about, and it is very difficult to contemplate the perspective of others.

THE 6 HATS METHOD FOR THINKING BY DE BONO

The six hats method simply reproduces the processes that take place in our minds when we make decisions, turning them into something systematic. To simplify thinking, this method proposes that things be dealt with one by one, and that all participants co-ordinately focus on what is being studied. This facilitates the change of attitude and different points of view are organized and an enriched map is created to make better decisions.

Each hat symbolizes a way of seeing, a specific way of thinking, which is not so concerned with describing what has already happened, but trying to glimpse what is going to happen. The use of hats makes it possible to freely express what the logical rationality of the West tends to censor and, at the same time, contribute to limiting and making better use of certain forms of thought that are typical of said rationality, but which generally tend to lead to unsuccessful arguments and confrontations.

Applying this theory in the Fox and goose company, it would be to face any problem or difficulty taking into account the hats and applying the relevant hat to each part of the problem, agreeing all the parties involved in the decision making.

- The white hat informs about the world, it is neutral, it is objective. The focus is exclusively on the available information, which encompasses all verifiable facts and figures. The energy is concentrated in searching and raising, in trying to obtain pure data.

- The black hat represents negativity, showing why an alternative is not good. It is the thought of negative criticism that points out the defects of an idea or a possible course of action.

- The Yellow hat, yellow is joy, hope and positive thinking. Deliberately seeks the favourable aspects of a situation, the opportunity that an option represents. But it is a fundamental optimism, which reasons and justifies it.

- The Green Hat, associated with fertility and abundance, represents creativity, the emergence of new ideas and the search for alternatives. It also uses provocation, movement, and lateral thinking.
- The Blue Hat, the function of blue is to control and organize the thought process and decision making. It clarifies, moderates, harmonizes, and directs, when to use each hat.

I am going to present an example in which I will use the hats, first we will use the Blue hat in the group to get a general idea of the problem, it would be leaving the job to go to the competition that pays the best salary. We would do rounds of 3 minutes in which we would exchange hats, the White hat to see the data, in this case the necessary investment to improve salaries and avoid staff flight, the Green hat to find a creative idea different from the normal one, black hat to assess what would happen if the solution does not work, the yellow hat to contemplate the positive results, the red to give free rein to emotions and more sentimental solutions arise and finally we would put on the blue hat again and observe the results.

Alfaro Lefevre Model CT (Critical Thinking) of 4 Circles



Alfaro-LeFevre proposed a thinking model with four components: personal characteristics, intellectual skills, interpersonal and self-management skills, and technical skills.

To apply this theory to a real problem, we will suppose that in Fox and goose there is a problem with schedules and vacations, first I will analyse all the data I have about employees' schedules and vacations, we will control where the problem exists, I will create possible solutions try and see how they work, I will choose the most effective way and apply it, finally I will record the data to use it in the future.

"The beginning of management wisdom is to realize that there is no optimal management system." Tom Burns & G.M. Stalker

4. Critical evaluation of the theory

Business management is the process that directs and operates the guide of an organization to make the established objectives a reality. It is essential to organize all existing resources to design and implement actions to achieve the goals of the company.

In this way, the application of one theory or another can cause the company to follow one course or another. As for the Fox and goose company, I can point out that it applies several theories and although it has to improve in many of its points, it is a company that tries to adapt to the times, facing pandemics such as covid 19 in the most effective way or the current one. war-run inflation.

5. Recommendations

The recommendations that I can make applied to The Fox and Goose Hotel, would be a general revision of the protocol bases regarding the way of acting before problems of hierarchy since the competences of the superior commands are not explicitly defined. It could also suggest that some previously discussed method of problem solving will be implemented more effectively, since currently it is the manager who makes the decisions unilaterally.

6. Conclusions

I have been able to develop widely how the company that I have analysed uses the models and theories applying critical thinking, after visualizing how they develop and the importance of a good implementation in the company, I can conclude that without good management it is impossible to achieve the objectives efficiently, also that critical thinking is essential to obtain the most optimal results in different complex situations.

TASK 2

1. Introduction

According to Carr, "people have the ability to reflect on their own situations, as well as to change them through their own actions."

It is necessary to review what has been done, analyse the strengths and weaknesses of our educational exercise and make modifications or readjustments according to new data that emerges. The reflective journal can play an important role in facilitating the reflective process, integrating theory and practice and stimulating personal involvement.

2. Weeks 1 to 10 with reflections

Week 1

In the first week, we made each other known in class, Mr. Faizu Edu introduced himself as our teacher of this subject.

First, we started the class explaining how the scoring system would be established in which a 4500-word report would be made. The teacher explained to us how to develop the work. We approached the management theories and we saw their evolution.

We had a class discussion about scopes in the workplace.

I was surprised how the colleagues began to give ideas very different from mine but with the same logic, I began to understand the different points of view and accepted that there are many ways of understanding the same information.

We analysed what logic is to reason well, we saw that there are 2 types, inductive or deductive, and we saw examples of both types.

The first thing that clarified for me was that the subject focused on critical thinking, in this first class I can begin to know what critical thinking is and the importance it has to reason correctly.

I have clarified my doubts about how I have to do the report, although I was surprised that this course is twice as many words as the previous one.

Week 2

In the second week of class, the teacher began teaching the class by asking us some questions about ourselves. He explained to us what beliefs, values and attitudes are and made us reflect on our own beliefs, at that moment I was able to get an idea of the importance of myself on the answers I think, like values, my own thoughts are based on a reasoning of my way of being and it is unique and the attitudes that are the own way of how I apply my beliefs and values.

Continuing, once it was clarified that we all have different ways of thinking, and emotionally we are very different, he explained to us what critical thinking consists of, he explained to us how critical thinking influences the way we make decisions, at a civic and economic level, a positive critical thinking is more profitable and healthier. The teacher also explained to us that critical thinking happens both internally with our thinking and externally with our actions.

Finally, we did an exercise and he asked us questions.

This week I have understood in more detail how critical thinking directly influences our decisions if we are able to achieve it.

Week 3

In week 3 we did a brief summary of the previous week, the teacher wanted us to go back to the previous week in such a way that when many students started remembering they could return to the path of the previous week, I thought it was a good idea and that helped us to return to review what was seen before.

The most remarkable thing about critical thinking was the way in which we must analyse a problem, so first I must analyse the problem in question, then I must ask myself questions about that problem internally, analyse how the problem can be solved and finally I must solve it, all this action trying to be as objective as possible and communicate it as clearly as possible. Basically, it would be problem >thinking >solution.

The professor explained to us how to be a good critical thinker, explaining that a good critic must have an open mind, well-defined values in order to know how to apply them, be autonomous when developing an idea, and I must try to put social pressure aside. .

The students took some time to reason, I thought it was a good exercise since it is better to assimilate and understand the information in class.

After, we saw a diagram detailing the points that a good critical thinker must possess, and the teacher gave us a graph detailing the necessary standards in the critical thinking process.

The professor continued explaining to us how critical thinking affects work life, we saw the Hawthorne studies, also analysing the problems that arise in human relations in the work environment.

To finish the class, the teacher did not propose an exercise in which we did as a group, and we had to apply critical thinking among ourselves.

This week the teacher has managed to make us understand that critical thinking is in our environment, I have the belief that I am beginning to use this way of thinking in my daily life, in labour relations and in solving problems that arise. I have a very good assessment of this subject.

Week 4

The professor started the class exposing in a scheme how the business environment changes, we saw how technological advances, globalization, new regulations, complex business activities, business forms and the explosion of information, how all this influences the work environment.

The professor explained to us the characteristics of the business environment and what skills a business person should have.

I interpret that the teacher tries to make us understand that since there is a changing work environment, we must adapt to these changes, and what tools we need to be prepared, communication, interpersonal and intellectual tools. I have learned that to be a creative thinker I must have an inquisitive, flexible, and fluent mind. In this class I have learned strategies for creative thinking.

The professor continued explaining to us that critical thinking arises from creative thinking. He explained to us how logic is essential and how it can be inductive or deductive.

After, we saw the Critical Thinking Network model, I found this model very useful since it is easy to apply, I have to recognize a problem, identify the alternatives, evaluate the alternatives and make a decision.

The professor explained another model to us, scientific management, we saw a bit of history about how this model arose, I think it is a good way to know the reasons why this reasoning has been reached.

The professor wanted us to see in what circumstances these models arose and how they applied it in his time. It was successful as production increased and costs fell as it expanded. The teacher also explained to us how he had repercussions and many problems that arose.

The teacher proposed a group exercise based on this model.

In this class I have acquired many tools to have a creative thought, I believe that knowing the models and applying them is essential so that we can proceed to develop better critical thinking.

Week 5

This week the teacher wanted us to continue learning models of critical thinking.

We have learned the model of the 6 penar hats from Bono. As it is a model in which a very specific way of thinking is applied, it is easy to apply to problems. The hats are metaphorical representation in which we help each other to clarify a specific way of thinking, in a way when we put on the Blue hat we focus on analysing the situation or the problem in a broad way, giving a general and objective vision of the circumstances, the White hat forces us to focus on the data about the problem, creating a psychological barrier to other interpretations, thus we obtain a unique thought about the information of the problem, the Red hat would give us free rein to our emotions so that we use our intuition to elaborate possible solutions that we could not otherwise, the black hat focuses us on the negative, on what could go wrong if we applied a possible solution, the yellow hat would be the opposition to black, so we would focus on the positive of the possible solutions, and finally the Green hat that would be to use creativity, think of ideas without caring about anything else, like a brainstorm.

It has been fun to use these models since with each hat a different way of thinking would emerge, as if mental barriers were created to prevent another way of thinking from interacting at the same time.

Then the professor explained another model to us, the bureaucratic model, he explained to us how Max Weber had to develop this model. I have understood that this model focuses on making separations and setting clear limitations on the processes, establishing a well-defined hierarchy, establishing protocols for each circumstance, creating an impersonal environment, and achieving work specialization.

From my point of view, this model makes me believe that it creates resistance to change and creates a categorization of the decision-making process.

The teacher gave us an exercise so that we could participate in class. I think it's a good way to apply critical thinking since this way the class can directly appreciate the model in real life and give their opinion.

Week 6

This week the teacher has introduced decision making. As it is a process in which many factors are involved, it would be very convenient to make these decisions in a group, since if only one responsible person is the one who makes the decisions, they would have a reduced vision.

We saw in class that critical thinking is linked to decision making, in this way you can see all the options, see the negative and the positive and analyse the alternatives.

The teacher taught us some key criteria to decide. We saw examples of decision making using critical thinking.

We saw also the contingency theory; we analysed a bit of history and the context in which this theory arises. The contingency theory states that, for a leader to be effective, his leadership style must adapt to the situation.

We analysed the strengths of the theory and compared it with other theories, we saw the keys of this model.

I like to see that the classmates participate in class and the teacher makes us comment, participation does not give us the option of using the information that we have just acquired and thus be sure that we are clear that we have learned

Week 7

At the beginning of the class, the teacher gave us a brief summary about critical thinking.

Next, we saw systems theory, we saw a bit of history about the emergence of this theory.

I have understood that this theory has a series of principles that explain its operation. The first of them is that the systems are inside another one that is much larger than the initial one. On the other hand, systems are open, which means that they have an exchange with their environment, which are also systems.

For this reason, when the exchange of information disappears, the entire system collapses since it loses its main characteristic. The third principle is that the functioning of a system depends on the structure, so the organization of a company is not the same as the human body. Consequently, each system behaves differently depending on how the structure it is in is composed.

The teacher analysed the keys of this model, and its weak points.

Week 8

This week the teacher has started the class showing us the management of innovation and creativity and the change of the work/business environment

I have learned that innovation is essential and that it must be applied to all its areas. There are 6 areas, The strategy and planning area, marketing area, technology area, quality area, logistics area and human resources area, is useful since it serves to have a modern vision for the future for the company, its plans and workers.

The teacher explained how to apply it and what we should avoid.

We did an exercise in class to apply what we had learned; in this way we could apply what we had learned and discuss

Week 9

The teacher began the class by going back a bit to the summary of what was seen previously. He has exposed on sustainability and the environment.

We have seen examples in which companies use their resources efficiently while respecting the environment.

Week 10

This week we have done a general review of everything learned, debating in class, and giving the opportunity to express doubts.

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