

DEVELOPING WORKPLACE AND CRITICAL THINKING

BMSW5101

REPORT

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Task 1

1. Taiko Foods



The company that I have selected has been Taiko food, it is a company located in East Acton, Taiko food is a Factory dedicated to the production of Sushi & Bentos and take-away food products of the best quality, as well as Japanese and oriental ready meals They focus on selling to supermarkets, so they make a finished product ready for sale.

They have a central factory where food is processed and packaged, and two adjoining warehouses, one for management and reception and the other for storage. The company is part of a larger group called Snow Fox, it is an international and reputable group.

The company is organized with a general manager who is directly responsible, then it is divided into sections and each manager directs his section, with the help of assistants, then more sections are established in which a manager is selected as a supervisor and helped

by assistants, It is also subdivided into small groups with team leaders as managers. The company has a quality assurance section in which quality managers are established to guarantee perfect synchrony between machinery and people, as well as compliance with safety and ethics.

2. Introduction

Taiko food started in 1997, it was the first to manufacture Sushi for supermarkets and throughout its history it has placed itself in the first place as an innovative manufacturer of Sushi, Bentos and Snacking in the United Kingdom, it has reached this position facing the challenges that other manufacturers were not able to face by launching more pioneering products than their competitors.

The factory where Taiko products are produced is modern and meets UK market standards.

Among its most outstanding values and beliefs would be a corporate social responsibility.

Taiko Foods is committed to upholding corporate social responsibility compliance in its business activities. The company knows that it must integrate its business values and operations to meet the expectations of its stakeholders, which are customers, employees, investors, suppliers, the community, and the environment.

Taiko Foods has established the following in its Corporate Social Responsibility Policy:

- 1: With the goal of producing food that is authentic and inspiring for its customers.
- 2: Sourcing materials and packaging responsibly with minimal impact on the environment
- 3: Continuous improvements in the workplace
- 4: Contributions to the local community
- 5: Continuous improvements to reduce the impact of CO2 on the environment

Regarding critical thinking within the company, it is essential to determine what qualities Taiko looks for in its workers. The most notable would be the ability to collect and process data objectively, since data analysis, from a critical thinking perspective, must be objective to ensure clarity in abstract reasoning. Otherwise, the data is skewed from the start.

Another highly valued critical thinking skill in business would be the ability to understand information without making assumptions, since a critical thinker naturally understands the true meaning of information without subjective opinion.

And as a third noteworthy quality that Taiko focuses on when selecting its personnel, it would be the search for effective communication, the search for clear thinking, a critical thinker has the ability to effectively communicate their conclusions, as well as to reason effectively. clear and concise without suggesting any unconscious bias. As beliefs and values including critical thinking, it is the intention of Taiko food to provide top quality products and services to all its customers and employees alike. Making sure they meet legal and food safety requirements and are produced to the highest hygiene standards in a safe and friendly environment.

Taiko food maintains an attitude committed to increasing efficiency and improving products and services. It is essential for the company to provide a proactive environment that benefits all customers. Efficiency is also boosted, and waste is reduced.

Taiko food is a company that is constantly innovating, in addition to offering services to customers with integrity, quality and care. Its commitment to the environment is one of the pillars of its values since it strives to choose carefully monitoring ethics and sustainability in obtaining its materials so that the environment is not harmed.

As for the employees, Taiko is focused on the continuous improvement of its work environment and creating opportunities for its employees to understand the skills, experience and attitudes necessary to work in this sector.

It is clear that the company is focused on respecting the rights and dignity of employees and treating them fairly and without discrimination, as well as fostering teamwork and knowledge sharing throughout the organization.

Another added value that Taiko exposes is the importance it places on the community, offering experiences to children and looking for ways to improve the community within the area in which Taiko operates, to support fundraising opportunities.

Lastly, Taiko has a strong belief in reducing greenhouse gas emissions, so the company actively seeks to invest in alternative and recycling energy.

3.Theories

In this section I am going to explain the management theories and how they are applied to the company that I am analysing; I will use an example to be able to use the different theories in a real environment. The company uses its own resources in making decisions, so I will analyse how to improve these resources using critical thinking.

The production of the worker is not the production of natural labour plus the production of signs that make the worker see as a social relationship; the production of workforce becomes yes same in economic interpretation of the identification that makes the sign insofar as what a contract" (Centi, 1991: 152).

- **Scientific management theory**

Taylor Affirms that "the main objective of the administration should be to ensure the maximum of prosperity, both for the employer and for the employee." For the employer, the maximum of prosperity does not mean the obtaining of great profits in the short term, but the development of all aspects of the company to reach a level of prosperity. For the employee, the maximum of prosperity does not mean obtaining large salaries immediately, but personal development to work efficiently, with quality and using his personal gifts. Taylor makes a distinction between production and

productivity: "maximum prosperity is the result of maximum productivity, which depends on the training of each one"

In this way, it would be to avoid wasting time and money in the production process by applying specific models.

In the company that I am analysing, Taiko food, it carries out an initial training process giving the worker the means to be able to carry out the work efficiently, but it does not carry out continuous training, so efficiency is lost and with it profits.

- **Theory of human relations.**

"Organizations are created to produce something: service or product. Therefore, they use human and non-human energy to transform raw materials into products or services" Idalberto Chiavenato

Elton Mayo was its greatest precursor. The most relevant characteristics of this theory would be that it studies the organization as a group of people, emphasizes people, is inspired by systems of psychology, makes a full delegation of authority, gives worker autonomy, trust and openness are applied, it places greater emphasis on human relations between employees, trust is created in people, and it promotes group and interpersonal dynamics.

At taiko food, an environment is promoted in which the worker can carry out his work in the most comfortable way and attempts are made to make the relationship with colleagues and superiors active, encouraging workers to interact. Each worker is given their own objectives to promote confidence in each employee. This theory is well applied in the company and is promoted to a greater extent than other theories due to the importance given to the worker.

- **Theory of bureaucracy**

Max Weber in his writings says:

"Experience tends to show universally that the purely bureaucratic type of administrative organization, that is, the monocratic variety of bureaucracy, is, from a technical point of view, capable of achieving the highest degree of efficiency, and in this sense is the means most rational form known to achieve effective control over human beings. It is superior to any other form in terms of precision, stability, discipline, and operability. Therefore, it makes possible a high degree in the calculation of results for the leaders of the Organization and for those who are related to it. Finally, it is superior both in efficiency and in the scope of its operations, and is formally capable of performing any type of administrative tasks»

Weber's basic model seeks efficiency and rationality, Weber suggests that the bureaucracy model must be structured on characteristics that are the legal nature of the rules and regulations, the formal nature of communications, the rationality in the division of work, impersonality in work relationships, well-established hierarchy of

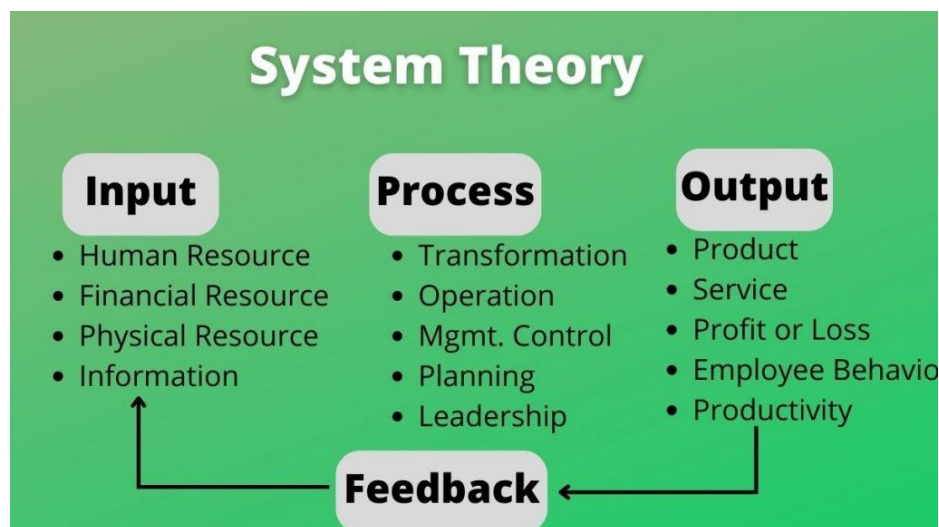
authority, standardized work routines and procedures in guides and manuals, technical and meritocratic competence, specialization of management and administrators, as a class separate and differentiated from the property, the professionalization of the participants and the complete predictability of the operation.

At taiko food, standards and protocols are followed for a good performance of the work, the chain of command is well defined. Perhaps the preparation of the employees should be improved in terms of establishing their functions more clearly since normally a worker is not focused on a single function and is requested for other activities.

- **Systems theory**

In this administrative theory, behavioural sciences are applied to the study of the organization, as well as cybernetics and information technology, which brought immense possibilities for the development and operation of ideas that converged towards a systems theory applied to administration.

All the systems that make up a company must work in harmony, focusing on the workers as the components more important.



In taiko food a good harmony is sought between the systems that make up the company, this theory is difficult to apply due to the complexity and difference between the systems,

- **Contingency management theory**

It is proposed that there are no universal principles, since according to this approach there are appropriate models and plans for specific situations, which do not work for others, in the contingency plan the organization is essential for the proper functioning of the company, since it is not possible to conceive of the company with an institutional level and without an intermediate level, the contingency approach affirms that there is no single way of organizing and managing that is applicable to all companies, but each one according to the environment will be the situations and conditions, The development of its activities and the achievement of its objectives will depend on it.

Taiko food manages to adapt to situations by applying this theory to the company, it is extended that Taiko food efficiently applies this theory since it is essential for continuous progress and problem solving.

- **THE 6 HATS METHOD FOR THINKING BY DE BONO**

It is a technique that allows you to create a framework for dispute resolution in organizations, which focuses on thinking with different perspectives (characterized by a different coloured hat) to solve a challenge, an obstacle, or a problem. creatively.

- **White hat.** Colour transmits neutrality and places you in the perspective of objective thought, where emotions and opinions do not come into play, but data, facts and verifiable figures.
- **Red Hat.** Colour radiates passion and allows you to express your feelings; therefore, you are before your most irrational and intuitive part. It is very important to introduce and consider values, as well as give that human touch to decision making.
- **Green hat.** It is the colour of nature, it alludes to growth, generation and energy, which is why it is associated with creative thinking. It will be used to generate ideas around the possible problems or needs raised and its use has room for many creative techniques, such as brainstorming or analogies.
- **Black Hat.** It is the colour of darkness and places you in a critical and cautious point of view towards an approach. This is perhaps the point of view that is most often used on a day-to-day basis, since it is about identifying dangers and possible problems; In a word: survive. It allows you to be alert about everything that can cause a problem; avoid the illegal, the dangerous and the polluting.
- **Yellow Hat.** Its colour is associated with the sun and light. By applying it, it allows you to see the optimistic side of things and the advantages of an idea. It is the opposite of the black hat, so it is more difficult to apply, since in terms of evolution the human being is not endowed with an optimistic mechanism, so in some way it is going against the current. When it is used, one

must not fall into the error of yes for yes; It is about starting from an optimistic approach that helps to find new advantages or values where they were not seen before. It is the hat of dreamers or visionaries.

- **Blue hat.** It is the colour that transmits control, and its function is to manage the dynamics by keeping the participants focused as well as possible to obtain successful results. It is known as the "hat of hats" and when applying it in a dynamic it must be worn by one of the members who can mediate. It is the hat of leadership. To clarify this model using the Taiko food company, I am going to create an assumed situation in which I will apply the hat model, the problem would be that there has been an excess order in a specific type of packaging that is going to be removed from the production. I would organize a group and the first thing we would do is use the Blue hat to present a general idea of the problem, it would be what to do with the excess packaging, then I would establish a 3-minute process in which we would each use the different hats, the white one to establish specific data, the exact amount of excess packaging and economic loss, the Red hat to unleash the possible solutions of each one instinctively, the black hat to highlight the problems and errors and the possible consequences that solutions do not work out, the Yellow hat to highlight the positive points of view, the Green hat to seek new alternatives, seek creativity and finally we would put on the Blue hat again to reconsider a global vision.

- **Alfaro Lefevre Model CT (Critical Thinking) of 4 Circles**

To develop the ability to think critically is the following:

1. Develop a character of critical thinking. Set high quality standards for yourself. Commit to developing critical thinking characteristics such as: honesty, fairness, creativity, patience, and trust.
2. Assume responsibility and inquire into learning experiences that help us achieve theoretical knowledge and knowledge obtained from experience to think critically. Put into practice intellectual techniques such as systematic and extensive assessment.
Just as exercising physical techniques improves physical capacity, the application of thinking techniques promotes intellectual performance capacity.
3. Achieve interpersonal techniques such as teamwork, conflict resolution and acting as an advocate. You must learn to give and receive the answer. To improve, it is necessary to overcome the negative aspects of criticism.
4. Exercise related technical skills. Until these skills are fully assimilated, they require an intellectual effort that makes it difficult to focus on other important aspects.

To apply this theory in Taiko food I will use an example, it is proposed that there is a problem of cross contamination of food giving rise to an allergen problem, first we must observe the problem and find the

cause, then we will analyse the different points of view to implement a Satisfactory solution, thirdly we will do application tests and we will monitor if they are effective, after this, we will gather the conclusions and apply the most effective one that will make the problem cease to exist, in this case that the problem of food contamination will end. To finish, make an explanatory report of what happened and try to apply what has been learned in the future.

4. Critical evaluation of the theory.

The theories analysed above give us a broad vision of how to effectively implement the different models and theories. Taiko food is a large company, so the use of a specific theory is not enough. In this way, mixed theories would give better results, using the most appropriate one according to the area of activity.

In general, I have a good criticism regarding the theories since they offer a way of acting that gives the opportunity to achieve the most optimal results possible.

"Critical thinking is the key to creative problem solving in business."
Douglas MacArthur

5. Recommendations

The contributions of different approaches or theories exposed above have contributed to companies having various tools and strategies to apply them in management, they contribute to the efficient management of resources, growth and development and sustainability.

So, the recommendation that I would apply to Taiko food is that it will more effectively apply the model in which it intends to use, in such a way that I am certain that the use of several theories at the same time can maximize the achievement of objectives.

6. Conclusions

Throughout this report I have introduced a company, Taiko food, exposing its way of dealing with different problems and what management systems it uses.

I have exposed theories and models regarding critical thinking, and I have analysed its use in the company.

I can conclude that critical thinking with models and theories is an essential tool for the company and its workers, offering tools for managing and achieving the most appropriate solution to the diversity of problems.

TASK 2

1. Introduction to reflective journaling

The diary is an evaluative strategy of metacognitive skills, according to Bordas and Cabrera's (2001), "it consists of reflecting and writing about the learning process itself, which can cover that related to a session or be limited to a particular task" .

It is an excellent strategy for the transfer of learning. The diary helps the process of self-reflection and self-assessment so that it establishes connections with what has been acquired in other learning and in other contexts.

2. Weeks 1 to 10 with reflections

In this section I am going to explain in my own words the material exposed in class and I will use my personal reflections. The teacher of this subject would be Mr. Faizu Edu.

Week 1

The teacher started the class and offered us to introduce ourselves to the rest of the classmates. The first thing we saw in class was how the subject was going to be evaluated through a 4,500-word report.

The professor gave us a first approach to management theories, and we saw how they had changed over time.

A class debate was created in which all the students participated, creating a proactive environment in which it is easy to contribute ideas and debate. I was surprised to see that there were so many different points of view based on the same thing, the debate focused on the fields of work. It is very frustrating to see that not only is your way of understanding the environment correct, that there are many points of view, and it does not have to be mine, so I have understood what the exercise consisted of.

The teacher continued explaining to us that logic guides the correct principles of reasoning, also that there are two types of reasoning, inductive that starts from a conclusion and deductive that starts with a premise.

The class has been useful for me to start my knowledge about critical thinking, and also about the importance of this way of reasoning in my life.

Week 2

On this occasion, the teacher started the class by talking about beliefs, values, attitudes, emotions, and critical thinking. He made us question ourselves in each section what we believed, felt, what values we have and how our emotions intervene, all related to

critical thinking. It seemed to me a very intense retrospection exercise since on few occasions you come to consider that the decisions you make in certain circumstances are based on your own perceptions.

Our professor wanted us to understand that each individual creates his own criteria, based solely on his own beliefs, values and emotions. He explained to us how critical thinking works, and how it clearly determines the course of our lives, both at a civic and economic level. He also wanted us to understand that in a process that never ends and has positive results.

We did an exercise in class with the aim of applying what we had learned and discussing.

I have learned that critical thinking is a very useful tool and if I manage to master its application it will be very beneficial for my way of interpreting my environment.

Week 3

The teacher did a general review of the subject previously exposed, I was able to verify that the entire class responded optimally, so we were all prepared to expand the information.

A critical thinker, one who analyses a problem, thinks about it and finds a solution, is an essential person to achieve good results. The teacher did not explain that a good critical thinker always seeks the truth, is empathetic with others and the environment, has an open mind and tries to look beyond. At the same time, he can value the opinions of others and is capable of giving in if he is not right. I believe that to be a great critical thinker you need practice solving problems in a group, so that little by little, you can place a barrier over what opposes a good thinker.

The teacher gave us the tools to be a good critical thinker. He also told us how this way of thinking can affect the world of work. Below we analyse the Hawthorne studies, basically how we change behaviour when we consider ourselves observed, this directly affects critical thinking since it can be altered by social pressure.

We finished the class doing group work applying critical thinking and accepting and debating different points of view.

Week 4

This week the professor did not explain the characteristics of a changing work environment in which you must continually change and innovate, understand and adapt to new customer demands, how to apply changes with minimal risk, the importance of new technologies and to launch new products and services.

I have interpreted that the world of work is not static, it requires businesspeople to be prepared to face change, overcome obstacles and be able to continually readapt. I have understood that a person who enters the world of work at this time must have communication tools, interpersonal tools and intellectual tools.

The teacher emphasized that it is essential to be a creative thinker to generate new ideas and discover solutions to problems. We also saw that critical thinking is associated with creative thinking at the same time that logic helps us find ways to solve problems using induction or deduction.

We continue the class looking at the red model of critical thinking, which is based on recognizing assumptions, it would be understanding, then evaluating the arguments, it would be analytical, and finally reaching a logical conclusion. And also the scientific management model, designed by Taylor and uses a methodology that is based on scientific methods and laws that make it possible to take better advantage of the working day, avoiding waste of time and money in the production process. Its fundamental objective is to reach the maximum levels of productivity and, therefore, 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.

We did a class project in which we applied these models and we were able to verify their efficiency.

Week 5

We have started this week with Bono's 6 thinking hats model, the teacher has taught us that this model is based on using the 6 hats in a specific way and thus reaching a solution in an efficient way.

The 6 hats would be White, in this case you must focus only on the data referring to the problem in question. The Red hat would be the one associated with intuition, spontaneity and emotion. The Black Hat focuses on the possible negative consequences. The Yellow hat would be the optimist, the one who will think about the positive. The Green hat, this would be creativity, any creative idea is good and finally the Blue hat, is the control hat, with which we should focus on an overview of the problem both before and after.

We continue the class with another model, Max Weber's bureaucratic model, which consists of a form of hierarchical organization of work where officials or workers are specialized in their field and functions. For Weber, the bureaucracy is an instrument of domination. Weber establishes the conditions for a person with power to justify his legitimacy. In addition, administrative organization is necessary that will provide the highest degree of efficiency in work and organization.

I liked getting to know both models in order to better understand the different points of view.

Week 6

At the beginning of the class the teacher told us that we would talk about decision making. I understood that the decision-making

process is a method that consists of gathering information and evaluating alternatives and then ultimately making the final decision. I have analyzed that in simple decision-making, a good critical thinker is enough, but if it affects more people, it would be advisable to make a group decision.

The teacher gave us the necessary keys to make good decision-making based on critical thinking.

Next, we address the theory of contingency, which states that there is a functional relationship between environmental conditions and the appropriate administrative techniques to effectively achieve the organization's objectives. In this functional relationship, environmental variables are considered independent variables while administrative techniques are taken as dependent variables.

I believe that it is very important to have the knowledge that we are acquiring since it provides us with tools that we will be able to use in our work and thus become more efficient. I am also very encouraged as we can see that classmates provide a lot of information.

Week 7

In this class the professor taught us the systems theory, this theory combines multiple systems, structural, functional, social and an information system. I have understood that this theory states that all systems form a larger system and are open through which information passes from one to another. We have seen in class the applications and their limitations.

We had a class debate to actively understand this model.

Week 8

In this week the professor wanted to show us innovation management, I have learned that it is the process of applying creativity, knowledge and discipline to generate innovative ideas and solutions to face new challenges. This process can be applied in any organization, with the aim of improving the quality of products or services or creating new ones.

I have been able to develop that innovation is a continuous and ongoing cycle of creativity and knowledge that can potentially bring new ideas to life. Innovation management is the process of generating, developing and applying new ideas to an environment in order to create value for society, customers and/or the company.

Week 9

This week the professor wanted to emphasize the importance of sustainability, of how companies use their resources so that they do not create waste and make better use of them.

Week 10

In this week, to conclude the course, the teacher gave us a general review and we were able to resolve questions and doubts.

3. Conclusions

Throughout this subject, management theories have been widely developed, and to apply logic in critical thinking processes and we have accurately defined creative thinking.

I can affirm that class attendance, group exercises and class discussions have provided that the information is better understood and applied.

As a conclusion, I can make it clear that critical thinking is essential for life in general, since using this way of thinking is the most efficient in solving problems or making decisions.

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