

Developing Workplace Critical Thinking

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Executive summary

This report contains information regarding the beliefs attitudes and values that underpin Microsoft as an organisation different external issue that impact the decision-making process of Microsoft. Formation of the organisational culture using j barney theory to evaluate different techniques. While critically investigating different workplace behaviour values, attitudes beliefs using the (RED) model and (CASP) tool.

Introduction

This report will be analysing Microsoft Technology *Millions of people in a day used Microsoft Teams communication in the pandemic lockdown*. Microsoft's move to cloud left it in a good place for a world, vast numbers of people are now working remotely because of this. The communication app named as teams is a way for organisations to stay in touch. The Azure cloud computing objectives has become a more analytic part of the digital backbone for many businesses. Microsoft also has fulfilled peoples personal gaming in records showing millions of players turned to the Xbox Live gaming during the pandemic.

The difference between beliefs, attitudes and values within a workplace is that.

“Our **beliefs, attitudes, and values** are continuously at the forefront when engaging with our colleges and managers. We share common ground with those who have the same values and beliefs. Harmonizing our value systems is what makes successful professional relationships. To achieve excellence, one needs to be able to teach and assess not only knowledge skills, but attitudes as well, by this we should be able to identify the core values and belief systems that underpin attitudes.

Learning necessary knowledge and abilities is the only way to increase performance. Our participation with a task may be influenced by our value and belief systems. We may come across people who appear to have the skills to do a work task, but motivation, engagement, and commitment can only come from a positive **attitude** toward the activity.

Almost all educational theories include the teaching of information, skills, and **attitudes**, as well as their assessment. While it is easy to define knowledge and abilities, attitudes are more difficult to define. **Attitudes** have been defined as hypothetical constructs that indicate a person's preference for or opposition to something” (Jones,2020).

“Emotions, behaviours, and thoughts are the three components that make up an individual's attitude. Affective, behavioural, and cognitive are the three components that make up the 'ABC' model. The 'affective' response is an individual's emotional reaction to a task. The 'behavioural' response is a task or entity's displayed verbal or behavioural propensity, whereas the 'cognitive' response is the cognitive evaluation of the entity based on an internal belief system.

One of the most important truths to take away is that we are at the mercy of our own actions. We 'assume' **attitudes** in ourselves and others we work with based on observed behaviour. Such as, people who are often late to work may be considered as poorly organized. However, the same person may spend time caring for a seriously ill patient, and the personal time they provide for such care may affect their early work start. This can make you look at them from different angles.

Our **attitude** towards observed behaviour can also affect our judgment. For instance, if a person constantly comes to work underdressed or scruffy this may look like they have not taken pride in their appearance. However, if such people believe that their talents and abilities should be recognized rather than their appearance, this mentality will affect their **attitudes** towards "smart" clothing and thus their behaviour" (strant,2020).

"Someone's Behaviour may also be "false." When a person needs a positive evaluation in their job role, he may show false reverence and ritualistic attitude, or feel that his performance is being monitored. This may indicate a certain **attitude**, but the observer needs to describe the difference between the true **attitude** and the unethical behaviour that implies the **attitude**. A person who is constantly flattering and agreeing with everything the superiors say may not necessarily agree, but he may flatter to gain Favor.

When evaluating behaviour, pay attention to ability. In some cases, a particular person may be considered "rude" because of a raised voice or lack of idioms and clear phrases, such as saying, "thank you" and "please". However, if the person being observed has never received any training to adjust their speech patterns or learn the idioms and expressions of their language.

One needs a positive **attitude** to motivate and participate in a task. **Attitudes** stem from the core **values** and **beliefs** we hold internally. Beliefs are assumptions and **beliefs** that we believe to be correct based on experience. Values are based on the valuable ideas of things, concepts, and people. Behaviour is the expression of these internalized systems (**attitudes**, **beliefs**, and values). These factors have seriously affected the ability to learn and organize knowledge and skills. To influence performance in an organization.

Feedback from an employer on an employee's **attitude** is always considered critical because it involves the behaviours of others filtered through our value system. Therefore, it is better for a manager to provide feedback on a behaviour. It is best to determine the ideal behaviour for the organization and set the stage before evaluating the behaviour. In this way, feedback can be correlated with observed and actual behaviour. This reduces the possibility of conflict and low morale in the work environment" (megan,2021).

Microsoft's beliefs, attitudes and value systems and their impact on workplace behaviour during the covid 19 pandemic.

“Microsoft corporate values align to their mission, support their culture, and serve as a declaration of how they treat each other, their customers, and their partners. Microsoft value respect they recognize that other thoughts, feelings, and backgrounds are as important as their own. They pride on Integrity honesty, ethical, and being trustworthy. They take accountability and accept full responsibility for their decisions, actions, and their results.

Microsoft's mission in action is that they believe technology can and should be a force for good and that meaningful innovation can and will contribute to a brighter world in big way. In recent years, information technology stakeholders have increasingly started to wonder how to make their technology less judgmental, fairer, and even explicitly anti-racist. However, when it comes to how to achieve this goal, they have fewer answers than questions, especially when we think about these challenges from a racial and ethnic perspective.

Microsoft has been investigating various issues at the interface between race and technology, from how racial inequality manifests itself on the Internet, to how activists, advocates, and lay citizens mobilize technical availability to produce a racial justice movement. Microsoft ask many questions like What is the historical relationship between blacks and technology and how information technology as a business "gets racist" and how it promotes racist outcomes also how does this race as a problem on the stage of a solution lay the foundation for the current technological infrastructure” (McIlwain,2021).

“Race and technology are closely intertwined, constantly influencing and reshaping each other. Although algorithmic bias has received more and more attention in recent years, it is just one of many ways in which technology and race intersect in computing, public health, digital media, games, surveillance, and other fields. In order to build inclusive technology that empowers all of us, we must understand how technology and race build each other and the consequences.

Microsoft brings together leading voices from the intersection of race and technology to discuss data, the Internet, justice, genomics, etc. In this virtual speaker series that people can connect with distinguished scholars and domain experts who are driving this conversation and reshaping the future of technology research this happens every month. In these virtual events, Microsoft's mission is to empower every person and every organization to achieve more. They seek to create a respectful, friendly, and inclusive experience for all participants” (Amrute, 2021).

Diversity and inclusion

“Is impotent at Microsoft because they thrive on diverse voices. they engage their employee’s and customer's experiences, strengths, and different points of view to inform, challenge, and stretch their thinking.

This is how they innovate by having (BAM) blacks at Microsoft, which was Founded in 1989, their first employee resource group, BAM, has led an investment in programs like the BAM scholarships and Minority Student Day, a yearly event to educate students on careers in the technology industry. also partnering with community organizations across its 15 places” (Tallbear2021).

LGBTQI community

“Microsoft has a community for the LGBTQI called (GLEAM) which provides support, advocacy, networking opportunities, external outreach to community and promotes education within Microsoft. GLEAM also actively helps to attract, retain and develop LGBTQI and people to raise awareness about the LGBTQI plus to increase ally engagement.

Working to protect trans lives, create racial justice, mitigate the impact of COVID-19, expand environmental equity, increase Indigenous visibility, and more. Microsoft invites everyone to join them in there call for justice and equity movement as they highlight how societal issues and challenges, we face that are often seen as separate and unrelated that impact all of us” (Benjamin,2021).

Disability at Microsoft

“Is where they represent employees with conditions such as hearing loss, blindness, visual impairments, ADD, mobility disabilities, and dyslexia, the Microsoft Disability employee resource group drives internal visibility and collaborates with product teams to design, develop, and build accessible, inclusive products. Microsoft also provide scholarship's specifically for those with a disability” (Nakamura,2021).

Military at Microsoft

“Where advocates for current and former military members, spouses, and supporters worldwide. The group works closely with Microsoft Software & Systems Academy (MSSA) to provide transitioning service members and veterans with critical technology career skills. Microsoft Military works to inspire the veteran community to transfigure their lives through significant opportunities in today’s digital economy

Microsoft are passionate about the work their veteran community does, and they have taken a huge approach to supporting them through their journey from active duty to veterans. Microsoft’s veteran commitment takes many forms – from career training programs and hiring efforts to ongoing community and citizenship activities” (Browne,2021).

MSSA community

“Microsoft is committed to the safety and health of them Microsoft Software and Systems Academy (MSSA) students, staff members, partners, and community. They’ve moved all MSSA program training to virtual instruction. They continue to monitor the science and guidance surrounding the COVID-19 pandemic to determine what shifts to make to their programs. Their model during COVID-19 is that any associates that begins virtually will remain virtual until their program is completed.

Their decision to move MSSA to virtual instruction was vital to reduce the spread of COVID-19 by eliminating in-person gatherings. They will continue to provide MSSA training to transitioning service members while helping protect

the health of their students, staff members, partners and communities. Microsoft are in regular contact with their partners in facilitating their swift transition for their service members to their virtual instruction program.

Their commitment to their customers by providing effective training through MSSA remains constant, and they will continue to recruit for and administer programs during this challenging time. Microsoft recognizes the value of helping the veteran and military community find meaningful opportunities in today's digital economy" (Brock,2021).

Hola community

"Hola is the Hispanic/Latinx employee resource group that serves as a resource for advertising products and services to Hispanic and Latinx communities and businesses worldwide. The group also helps motivate future Hispanic and Latinx employees and thrive the careers of current ones" (www.microsoft.com, Hola, November 2021).

Asians at Microsoft

"They represent 17 ethnicity groups, the journey of the Asians employee resource group is to speed up the advancement of Asian employees at Microsoft, increase the community's influence, and build a network of friendship and support within the community and with partners" (Ramachandran,2021).

Families at Microsoft

"Is where the employee resource group provides resources, shared experiences and information, and stands as a voice of support for their diverse families across Microsoft. Their popular events that allow their employees to bring their Bring children to work and their yearly MS Adoption Fair" (Brandon,2022).

Women at Microsoft

"A community that actively helps to attract, retain, and develop women around the world. Its programs focus on sparking girls' interest in technology careers, supporting women-focused initiatives and businesses, if careers and professional development resources for women once they are employees at Microsoft" (Gray,2022).

Indigenous community

"Is the newest employee resource group, at Microsoft that strives to honour, share and celebrate Indigenous cultures within and beyond Microsoft while shaping inclusive technology to empower future generations" (Weller 2022).

CSRM

"Corporate Social Responsibility at Microsoft is that they believe technology is a powerful force for good and they are working to promote a sustainable future where everyone has access to the benefits and opportunities created by technology. By promoting protect fundamental rights they unequivocally support the fundamental rights of people, from defending democracy, to addressing systemic racial injustice and inequity, to protecting human rights" (Patton 2022).

Application Language

"Microsoft's commitment to a sustainable future is to address climate change. They have set ambitious climate goals and have detailed plans to achieve them, while enabling others to use technology to create and achieve their own goals. Earning trust Every day of their customers, employees, the communities they serve, and the governments that represent them through a commitment to privacy, security, the responsible use of (AI), and transparency. Microsoft say now is the time for urgent action and we should do more. But we face complex challenges and not one organisation, sector, or country can solve them alone.

Application language is the new computer Microsoft is building and believes that, when their designed with people at the centre, (AI) can extend your capabilities, free you up for more creative and strategic endeavours, and help you or your company achieve more. The Planetary Computer combines a multi-petabyte catalog of global environmental data with intuitive APIs, a flexible scientific environment that allows its users to answer many global questions about that data, and applications that put those answers in the hands of conservation co-workers.

Microsoft are building a global environmental network, empowering businesses and individuals working to advance viability. By solving some of today's toughest environmental challenges. AI for Earth awards grants to support projects that change the way people and company's monitor, model, and protect natural systems" (Robinson,2022).

Microsoft commitment to their consumers

"Microsoft deliver trustworthy computing by secure, private, and reliable computing experiences based on sound business practices. Microsoft guarantees this by the contractual commitments they make to their customers. Consumer can access, modify, or delete it at any time. Microsoft will not use your data without your agreement, and when they have your agreement, they use your data to provide only the services you have chosen.

Microsoft will use your customer data only to provide the services you have agreed with them, and for purposes that are well matched with providing those services. They do not share your data with their advertiser supported services, neither do they for marketing or advertising. If their consumers leave their service, they take the necessary steps to ensure the continued ownership of your data.

They don't share data with advertiser-supported services or mine it for marketing. their policy is backed by agreements and adoption of the international code of practice for cloud privacy. Microsoft's customers control over their data is reinforced by Microsoft compliance with broadly applicable

privacy laws such as the GDPR and privacy standards such as the world's first international code of practice for cloud privacy.

Microsoft work to put in the power of technology to earn and keep the trust of their Consumers and partners in which they live and work in. This focus extends to their work to build a sustainable future where everyone has access to the benefits and opportunities that technology can bring. It's central to their mission to empower every person and business to achieve more" (Ogbunu,2022).

J barney theory

"J barney and Alvarez theories show how their different beliefs, attitudes and values might interpret Microsoft's theory differently by showing that their resource-based theory has become one of the most powerful theories for understanding businesses. One implication of their full growth is that RBT lies at critical juncture. (RBT) centre on themes such as interrelationship with other viewpoints, obtaining and development, the micro- foundations of (RBT) and sustainability method.

J Barney's analysis and reports collectively offer a foundation for increasing (RBT) in meaningful directions. He also gives his opinions on key increased opportunities within each of the themes for further strengthening research involving the resource-based theory.

(RBT) has been collaborated with the stakeholder perspective in current writings by J Barney, this gives rise to a view of stakeholders as means to resources. Barney implies that entrepreneurs are more concerned about the interests of stakeholders that command access to the resources include a firms self-boosting VRIO resource bundle. Other stakeholders require only minimal attention need to achieve competitive equality.

Barney and Alvarez propose that if an entrepreneur has all the supplies needed to take edge of an opportunity, then there is little need for sorting out, just

collaborating and implementing. They examine these affairs to be parallel to exploiting investing opportunities created by changes in the environment.

Resources that could be relevant for entrepreneurs include important information, leadership potential, education and involvement explicit and tacit knowledge incorporate in the entrepreneurs or their social platforms, all of which may help to make their journeys difficult to imitate.

Currently, the resource-based view of the organisation is potentially the most prominent framework for grasping strategic management. The key management theory I will be using to analyse my findings will be the resource-based theory. This theory opens doors to new management initiative programs which underpin businesses unique individual competitive edge" (barney, 2020).

Critical thinking models RED and CASP

By using the RED model Microsoft will be able to analyse large data at a faster rate.

However, CASP seems to be a more popular tool that organisations are using due to the qualitative data, giving choice because of self-involvement and empowerment.

Recommendation

I Recommend Microsoft to do more research into the holistic approve when marketing their products.

Conclusion

I have concluded that technology is forever evolving and us as humans are always looking for the next latest best products and we are becoming more aware of our surrounds and being more environmentally friendly.

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