



Contemporary Challenges: Making a Difference

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Task 1 – Summary – Leading a Global Team

Responsible stewardship in a business, would refer to planning and managing the resources of the company properly in the present while sustaining for the future (Developers & Developers, 2023). While Corporate social responsibility which is a concept similar to stewardship, aims for business sustainability but focuses on the external factors of the business more. Corporate social responsibility (CSR) is a concept where a business takes accountability for its actions and practices social responsibility by taking actions that are out of the best interest of society (Fernando, 2023). However, the principle of stewardship spreads wider than corporate social responsibility, as stewardship is the general idea of productive management, which can be both external and internal to the organisation. However, CSR may only refer to the action taken by the company to maintain its outward image or to manage its stakeholders effectively, hence mainly external.

A responsible steward may try to use resources available to them ethically and responsibly and would acknowledge major problems that are faced globally and participate in the reduction of the company's contribution to the problem, like production process emissions contributing to climate change. Practising this concept can take place in many ways by the business, the business may use clean, reusable, or recyclable raw materials in the production of their good. The business may manage its resources optimally to use cheap yet not harmful to the environment or investments in research and development of materials that are more sustainable for both the planet and the company, this may have a positive impact on the company's stakeholders. An example of this case can be Ditto Hangers designed 100% recyclable hangers that also have a small size making the design both innovative and environmentally helpful compared to their previous design which was made with materials like wood, plastic, wires, etc (Change, 2018). The business can also start and advertise their use of clean energy sources, abundant sources like wind energy or hydropower rather than fossil fuels or any limited source of energy, in their production. However, applying such a concept in a company, in reality, may pose difficulties due to several obstacles. The biggest obstacle for a business would be cost, usage of environmentally sustainable materials can pose to be expensive for any company, this may affect the annual profit or future forecasted profit which may disrupt any additional projects planned by the business and would be a major obstacle especially if the company is profit maximising. The increase in cost may also create tension between the business and stakeholders that wish for profit maximisation (Murphy, 2022).

Other than externally, the practice of responsible stewardship should also take place internally in the company, which is to take care of the employee's well-being. It would pose to be difficult for the company to visualize a general comfort for all employees due to a variety of beliefs and experiences within the team. To achieve this the practice of equality, providing all employees with the same opportunities and status in the company, and inclusion, making employees feel included in the company as a group. Bringing in diversity i.e., variety in the workforce would help with creative thinking as people with different beliefs would approach any project or problem with a unique approach. It would also help in competing against companies from different countries globally if employees from those countries can provide and discuss facts about the customer base which may be difficult to find otherwise. However, the number of ideas formed might make decision-making confusing. Other than that, communication problems would be a leading problem as different groups may have different understandings of a common language making it likely for misunderstandings (Futureofworkingadmin, 2019).

In conclusion, the leader of the global team would have a big responsibility on their shoulders as they would have to balance out equality for all employees, who may have different variety of skills from the background they come from individually. The leader would also have to make sure to make the members feel included and work as a team to produce output efficiently.

Task 2 – Summary – The Advantages, Disadvantages and Ethics of Implementing New Technologies

Artificial intelligence (AI) is the ability of a computer to perform analysis and other tasks by using data provided by the user, which is done to imitate the abilities of humans as accurately as possible (*History of Artificial Intelligence - Artificial Intelligence - www.coe.int*, n.d.). It is one of the fastest growing technologies globally as it proves to be efficient when performing tasks and with fast development, it is slowly becoming more reliable to use due to improvement in other basics of technology. AI learns with the data provided, the more it's used the more developed it becomes. Therefore, due to curiosity about testing its limits, people have been using AI tools frequently helping AI to gather more data and leading to faster development. Tools created that use AI are affecting various jobs in the market, making employees that work in these positions fear for their job security as using the tools may make things cheaper and more efficient for the company (Vallance, 2023). AI editing software, graphic designing software or tools that help in analysis, after more development might produce results that are up to standard and are able to compete with normal output.

The usage of AI would increase the production of output and efficiency of the company. Utilization of these tools may also lay off employees that weren't bringing in good results for the business while also making up for their positions, leading to a decrease in the costs of maintaining employees. The AI might also make more optimal decisions for situations compared to employees making it likely for better decisions to be made. In manufacturing businesses usage of AI would be of importance due to high accuracy in measurements and reduced risk in production of goods (Pratt, 2023).

However, usage of these AI tools may not be as reliable as actual employees even after development and small errors might cause problems of misunderstanding in the company. Firing employees might lead to a loss of creativity in ideas for future projects leading to repetition and making it difficult for the company to stand out in the market. The AI wouldn't be independent and would need constant updates to keep up with new information, having to put in new data every time which may become inconvenient at some point. If AI is used instead of employees most of the information and the system which the company works on might get exposed if there is a data leak, increasing security risks compared to maintaining employees where not every data is stored in the system used (Duggal, 2023).

Ethics is the standard that businesses use to maintain their moral standing in their activities, which can be divided into morally right or morally wrong (*3 Reasons Why Business Ethics Is Important* | *University of Redlands*, n.d.). Most humans have an understanding of what is morally right and wrong, however, AI, which learns concepts through data input may develop a wrong understanding of morals, making it easier to manipulate. Moreover, this manipulation through data might lead to the AI developing bias or negative opinions on matters or towards a group of people, which would could the business easily vulnerable. Stakeholders may also view this utilization of AI as unethical due to increase unemployment by the business in order to save costs, this may lead to distrust by customers and shareholders (*AI Ethical Issues in Business* | *Maryville Online*, 2023).

In the final analysis, the usage of AI for business operations is both advantageous and disadvantageous as it helps in saving costs and increasing efficiency, but also can lead to a lack of creativity in ideas and increase security risks regarding data. This utilization also has ethical issues, where the system would be easy to manipulate through input data and might create distrust among stakeholders.

Task 3 – Summary - Skills Required to Lead a Global Team

A leader in general terms is a person who commands a group to achieve their common aim. While a global leader is a person who commands a group of people in a cross-cultural environment i.e., directing a group of people from different cultures, in order to achieve their common aim (*Global Leaders - Global Integration*, 2023). The difference between the two is that a leader, in general, could be a person who commands a group of people that are from the same culture or country while a global leader specifically refers to a person who leads a group where people from different cultures or countries work together as a global team. A global leader would need to have a variety of additional skills, compared to a general leader, to command a diverse group that has cultural differences and backgrounds, due to being from different places, efficiently and avoid communication problems or misunderstandings within the group (Mascarenhas, 2021).

One of the skills that are important to both a global leader and to a generic leader is emotional intelligence, which is the ability to manage and understand emotions in a way that helps to empathize with others and create understanding with them easily. This would be an important skill to have, as it would make it easier for the leader to build an understanding with his subordinates and make them comfortable in a working environment, which they might not be familiar with. It might also help in resolving conflicts created due to miscommunication between employees as the leader would be easily able to put himself in others' shoes and understand their point of view, developing trust between the leader and their employee (Sudbrink et al., 2022).

Intercultural communication, the ability to communicate with a different culture from theirs, would also be helpful to a global leader. This is because people from a different culture from the culture of the person may view them through stereotypes or misunderstandings spread around through media or other people which might subconsciously create a negative behaviour towards them. Having the skill to communicate with other cultures without viewing them through the lens of stereotypes would make it easier for the leader to form connections with others and again help in building trust and respect among his team members or in other dealings of business (Newman, 2020).

Flexibility refers to changing or adjusting one's behaviour in order to fit with others. A diverse team wouldn't be able to work efficiently if the members remain constant with their routines or ideas which would lead to slow output or a drop in work quality. This situation may take place because the members come from different backgrounds and have gone through different experiences, meaning the employees may have a variety of ideas that could be vastly different from the company's general culture. The leader would have to be flexible and open to out-of-the-box ideas, that are creative or innovative, even if it contradicts the culture, making a diverse environment for the employees that includes their opinion and beliefs as well. To achieve such a workplace environment the leader would have to be flexible to adjust his working style to his employees, which might also motivate other employees to change their usual working routine to others in the team, leading to better teamwork (Sharon, 2022).

A global leader would need other useful skills to be able to be efficient for himself and his team. Skills like diplomacy, negotiation, networking and etc, would deem useful to a leader as well. All these skills would be helpful as they will make management within the team and communication internal and external to the team easier. Since it is a global leader, the leader may need to communicate with other companies or consumers from different countries which will also be made smoother with the help of such skills.

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