



Applied Leadership and Management in the Workplace

Module Assignment Submission

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In this report it will discuss the importance of communication for performance. The importance of the communication cycle for efficient management communication, the significance of using the right tone, language, and level of formality when communicating with management, the efficiency of various oral and written communication techniques in my organization's area of responsibility, it will evaluate theories of motivation relevant for my workplace, Analyse the key elements that can have an impact on employees' motivation and performance at work, I will select a theory of motivation then apply it to my workplace and evaluate the impact it had, I'll create suitable standards to gauge my effective communication skills. I will collect and analyse feedback and evaluate my own communication skills as a manager identify my strengths and areas of weakness, also I have attached my personal development plan, and I explained why they are important to have.

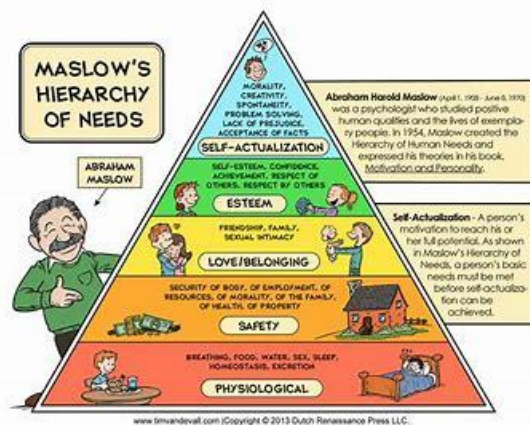
The importance of communication for performance is employee engagement, which supports higher performance, employee retention, and welfare, depends heavily on communication. Employee engagement and contribution are higher in open organisational cultures (CIPD, 2022).

Communication is one of the most important elements in business. Open communication as a manager can prevent misunderstandings and promote a healthy, positive environment. Learning to communicate effectively as a manager can help you to progress in your career and create a productive, satisfied team (indeed, 2023). The communication cycle enables you to enhance your presentation's effect and make sure you don't neglect anything crucial. This method encourages you to use the feedback you receive to enhance your communications in the future by structuring the process as a cycle, A helpful checklist is provided by the communication cycle to assist you in reaching your audience efficiently (mindtools, 2022).

At work, communication is essential. Almost everything you do depends on how you interact with other people, whether you're doing a sales call with a potential customer or facilitating a team meeting on new processes. Many people are unaware that your tone can have a great or bad impact on your business communication, making your conversations very engaging or incredibly off-putting (Afterburner, 2019).

The ability to communicate effectively is essential for a successful business. It's crucial to check that your messages are being received as intended so that you can avoid any misinterpretation and confusion. Remember that different people learn in different ways. For some, written communication is most effective, while others prefer to have a conversation through oral communication. Learn the craft of communication so you can effectively distribute information within your company, both verbally and in writing (Ahmed, 2010).

The three main elements of motivation are intensity, persistence, and activation, The word "motivation" refers to the reasons behind someone's actions. It is what motivates people to act in the way they do. The mechanism that starts, directs, and sustains goal-oriented behaviours is known as motivation (VeryWellMind, 2022).



According to Maslow's hypothesis, as we work to meet our most fundamental needs, we also work to meet a higher set of requirements, growing in maturity to become "self-actualized" or "all that we can be." (Mindtools, 2022).

Maslow's hierarchy of needs is a psychological theory of motivation that includes a five-tier model of human needs that is frequently represented as levels within a pyramid. The needs are physiological (food and clothes), safety (work security), love and belonging needs (friendship), esteem, and self-actualization, going up the hierarchy in order. Prior to addressing higher wants, people must attend to lower needs in the hierarchy (Mcleod, 2023).



Three fundamental motivational needs—Need for Power, Need for Affiliation, and Need for Achievement—have been identified by McClelland. He and his colleagues have conducted extensive research on these requirements (Business jargons, 2016).

Maslow's hierarchy of needs, in my opinion, is an excellent illustration of a theory for my place of employment. If a person is content and happy at home and is leading a fulfilling life, they are a happier person in themselves. If they are happy, they bring that happiness and motivation to work. They also have more energy and a positive outlook. A person's spirits are low, they lose interest, and they lack drive if they lead an unhealthy and miserable lifestyle, which has an impact on any workplace. Moreover, McClelland's theory of needs evaluates employee motivation and identifies three essential staff needs: the need for achievement, the need for power, and the need for affiliation. Understanding this theory and using it in the workplace might be helpful if you're a team leader because it can help keep your team engaged (indeed, 2022). As we all work together as a team every day and encourage one another, I think this notion also applies well to my workplace. If one person isn't motivated, it affects the entire team. When someone has objectives in life, they make every effort to achieve them, push themselves in that direction, and inspire others.

A few workplace variables have a direct impact on work performance. If something is wrong, attitudes, efficiency, and production may suffer significantly. The good news is that managers can influence workplace variables, so they work with employees rather than against them. Examples of workplace variables are workload quantity and quality are possibilities for growth and faith in the leadership. The primary drivers of motivation at work are job satisfaction, employee engagement, training and development, the appropriate tools for the job, business culture, and work environment (cmoe, 2021).

Setting goals, breaking things down, writing them down, taking breaks, and talking to someone are all effective ways to stay motivated at work. Focusing on your goals will help you get and stay motivated, but to make them seem more doable, try dividing them up into manageable portions.

When we're feeling unmotivated, noticing even the smallest accomplishments may be a tremendously beneficial activity to remind ourselves of the positives (BBC, 2020).

Maslow's hierarchy of needs is my idea of motivation because I feel that if one employee is unmotivated and doesn't complete their work, it affects the entire team, which then affects the job and the customers as well as the staff. If people arrive at work with a bad attitude or sadness, it affects both their performance and everyone else's. Maslow's hierarchy of requirements suggests that you work your way up to self-belief and that a positive attitude results from a good family environment.

Observing and analysing my work, followed by reflection to see if I can improve, would be the best way to assess my own capacity for successful communication. I would also need to identify my own strengths and limitations. We all have spent the majority of our lives communicating, but there is always opportunity for development. At work, I chat with clients and co-workers every day; while I have outstanding communication skills, I could use more self-assurance while speaking aloud. I can talk clearly and effectively, yet occasionally I question whether what I say is accurate. Thus, my communication abilities would improve if I could boost my confidence. According to Indeed (2023) guidelines for good communication, you should try to pay attention to the speaker, stick to a single subject to avoid confusing others, and try to employ nonverbal cues wherever possible. Information exchange is only one aspect of effective communication. It's important to comprehend the motivations and feelings that underlie the information. You must be able to speak clearly and listen clearly in order to fully understand what is being said and to make the other person feel heard and understood (Robinson, Segal and Smith (2019).

I would solicit input from my college peers and manager in order to compile and evaluate my verbal and written communication abilities. This is a crucial point: I always talk in a clear and precise manner at work. My writing definitely needs to be improved. I have a hard time using proper punctuation. I'm taking this college course to improve my communication abilities. I'm getting better at writing with each assignment I turn in. And every time I give a presentation, my body language and speaking skills get better. Communication involves conveying and receiving information through a range of verbal and non-verbal means. When you deliver a presentation at work, brainstorm with your co-workers, address a problem with your boss, or confirm details with a client about their project, you use communication skills. They're an essential part of developing positive professional relationships (Coursera, 2023). Written communication, verbal communication, nonverbal communication, and visual communication are the four different methods of communication (Tassoni, 2006).

In order to effectively interact with customers and employees on a daily basis, managers need to be exceptional communicators. This includes having the appropriate body language, tone of voice, eye contact, and clarity of speech. To complete the paperwork at the conclusion of each shift, create rotas, generate pay checks, and order stock, they must have written communication abilities. I think I'd make a great manager because I have a lot of experience communicating as a manager and because I used to create rotas and order merchandise in a prior position. As a senior, I successfully formed teams and delegated work to them. I truly like the management training I had in my previous job, but I was unable to finish it since I became a mother. Now that my kids are getting older, I feel that it is time for me to achieve my goals and expectations of myself.

My Personal Development plans

What I want to achieve strengths what support can I get when I complete

Attending university Currently studying leadership and management level 4	I am attending all my sessions and completing my assignments as I really want to have my own business or becoming a store manager eventually, so this is my first steps to achieve better skills for where I want to be.	Ask my tutor for help, make sure I go to every lesson on time and submit within deadlines, could apply for a home tutor for extra support Feedback from tutors and peers Library	September 2023
Complete a manager course	I previously started manager training in my last job In Iceland I done well but fell pregnant, I would love to have this training	I am currently working in Tesco I will ask my manager if he can get me on the training, could ask senior managers for advice	I would love to achieve this by 2024 s my youngest will be in full time education, and I will be more reliable and have the

	again and opportunity again.	Carry on completing my online training assessments	skills and knowledge behind me.
GCSE maths	I think in every career maths is important as we all use maths daily, unfortunately I did not get a good maths GCSE in school, so I am looking so a night maths class	Apply online for maths courses, ask my tutor for advice and feedback to achieve my goals.	I am hoping to complete this by 2024
Become a manager	I think I would be an asset to become a manager as I have continuously worked my hardest in my role, I feel I have good knowledge and something I have always wanted to work towards	Complete this course, complete my maths, and have training off my manager in Tesco would be a great start	2024

Gap analysis

Current state (FROM)	GAPS	Desired future state- (TO)
In middle of completing my level 4 of a degree in leadership and management	Resources Time Childcare Money Ill health	Honours degree in level 4 leadership and management Graduation Once I fully understand leadership and management, I aim to move on to my level 5.
Training to become shift leader at current workplace, Training and working alongside store manager to gain my qualification	Kids Childcare Time Training	Become shift leader. hoping in one year time to progress and become assistant manager

Hirsh, Barber, Tamkin (1995) stated that Personal development plans are quickly gaining acceptance as a tool for motivating staff to consider their personal learning requirements and build an action plan for their professional and skill development. Making a personal development plan has the additional benefit of assisting you in long-term motivation and commitment to your goals. You can advance by dividing your objectives into smaller, more achievable portions believes Caprese (2023).

A Personal Development Plan has the following advantages: It gives you specific goals; It enables you to recognise your strengths and limitations; It increases your employability, and your performance and motivation are both enhanced. You should constantly advance your knowledge, abilities, and experience if you want to succeed and be happy in your studies, work, and personal life. This is referred to as personal growth, which is a continual process that lasts a lifetime (CPD, 2022).

In general, I think that effective communication is essential for work success because everyone communicates frequently. The communication cycles are important and serve a purpose in helping people develop into competent managers, everyone must always maintain the appropriate level of formality, tone, and body language. It's critical that everyone is aware of the spectrum of speech and communication abilities that are productive in their line of work, I comprehend the ideas of motivation, how they apply to my job, and why everyone requires motivation. I thoroughly assessed the primary motivating reasons and believe I fully comprehend them, which is crucial in the workplace. I selected a theory, assessed it, implied how it affected my job, and concluded that motivation is everything, I assessed my own verbal and communication abilities, and I created a personal growth plan to give me something to strive for. As was already mentioned, everyone should have a personal development plan to keep them motivated and on the correct track.

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