

Introducing to the modern work place

LCBB4003

Reflective Report

**How leadership theories can be applied in
British Airways**

Student name: Ivaylo Bakalov

Student Number: 2128950

Lecturer name: Nadeem Mirza

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Reflective Report

My team at British Airways gave me a chance to think about how I was growing as an individual working with them and as a professional and how we were functioning as a unit. We worked together, and I gained experience in teamwork, communication, and leadership. The value of attentive listening to communication is emphasised (Geier et al., 2022). Hearing them out taught me more about my teammates' thoughts, wishes, and worries. After that, I was able to collaborate and communicate better. I realised the value of a versatile and adaptable work style. British Airways has used many leadership ideas to boost productivity and morale within the company. The airline has implemented specific ideas from the notion of transformational leadership. This idea focuses on generating enthusiasm and commitment among workers to achieve a common objective (Miller et al., 2022). British Airlines has put this theory into practice by giving its manager's leadership training and urging them to foster productive working relationships among their staff.

British Airlines also employs the situational leadership paradigm. The philosophy advocates for leaders to modify their methods based on the circumstances. The airline has adopted this theory by allowing workers to judge based on their experience and knowledge. To succeed in a team environment, I had to keep an open mind and be flexible to accommodate the demands of the many people I worked with. Plans include further honing my linguistic, social, and administrative abilities (Beausoleil, 2022). I intend to be a good team player by listening attentively, being open to new ideas and suggestions, and helping others succeed. Doing so will further my development and career development while helping future team projects succeed. I have considerable insight into my communication preferences, leadership style, and interpersonal skills that can be gained through introspection of my connections with team members.

Gibbs Reflective Cycle

The Gibbs reflective cycle is a framework for helping people think critically about their lives, draw meaningful conclusions, and develop action plans for making positive changes. In this assessment, I will discuss how British Airways can benefit from implementing the Gibbs cycle of reflection into its corporate leadership strategy.

Description

British Airways, described as "one of the world's largest airlines," operates in an intensely competitive and ever-changing market. As a former financial consultant at British Airways, I studied industry tendencies and corporate accounting standing. This assessment suggested cutting costs by decreasing the staff by 10% to save money on operational expenses (Miller et al., 2022). As the team leader, I have observed a decline in output quality due to individual contributors' failure to meet project deadlines. Therefore, I thought it would be helpful to have a private conversation with each team member to assess our progress and pinpoint any obstacles we might encounter.

Feelings

At first, I was sure the plan would help the company's bottom line. Yet, as I considered the effects of layoffs on the impacted workers and their families, I began to feel apprehensive. In my analysis, I neglected the company's social and ethical obligations in favour of its financial performance. Business analysts need to think about how their strategies will affect the company as a whole. I saw some team members get defensive and angry when criticised, while others were more receptive to suggestions and ideas (Mukhopadhyay, 2022). As a team leader, I was annoyed by how casually some teammates approached their tasks. As I thought about it, I realised that it was possible that I wasn't clear enough with my expectations or that I made too many assumptions about how my team members would perform. A leader's responsibility is to make their expectations known and to be there for their team members whenever they need help or guidance.

Evaluation

After doing some research, I concluded that the company's reputation, customer loyalty, and employee morale could all take a hit due to the implementation of the cost-cutting approach. It is also possible that the expenses of laying off workers, recruiting replacements, and training them will cancel out any savings from lowering the headcount (Preston, 2023). One great way to figure out where you can improve as a person and a team player is to reflect on the times you worked together. Then, using the Gibbs reflective cycle, I can take stock of the circumstance, pinpoint my feelings, assess the significance of the experience, draw meaningful conclusions, and formulate a strategy for moving forward.

Analysis

An analysis led me to conclude that British Airlines should reevaluate its cost-cutting strategy. As an alternative, I suggested cutting costs by minimising waste and maximising productivity. However, after considering the situation, I analysed that my strategy may have prompted a defensive reaction from some team members (Robson et al., 2022). They might have felt demotivated and defensive if they perceived me as too critical rather than supportive.

Conclusion

In the future, I will try to think about the moral and environmental ramifications of any proposed method. So that I can make an informed choice, I will also canvass the opinions of other parties with a vested interest in the outcome, including employees, customers, and community leaders (Hwang et al., 2022). As a result of this introspection, I have concluded that I must make some changes to how I convey information and make sure everyone on the team knows what's expected of them. There's also the matter of ensuring my team has everything they need to succeed.

Action Plan

I was able to analyse my strategy of leadership better and identify areas where I was lacking thanks to the proposal of the Gibbs reflective cycle. It opened my eyes to the necessity of considering any suggested plan's social and morally correct impact, which is fundamental to creating a sustainable and accountable business (Womack, 2022). With the help of this introspective method, I developed my capabilities as a business analyst and positively impacted British Airways' performance. Moving forward, I will make it a priority to provide team members with feedback that is both encouraging and helpful. In addition, I will ensure everyone on the team knows what's expected of them and has access to the tools and assistance they need to succeed. If I want my team to feel like they have a voice and are appreciated, I will actively seek their thoughts and opinions.

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