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PROGRAMME: BA (HONS) LEADERSHIP & MANAGEMENT SKILLS FOR THE WORKPLACE

MODULE NAME: WORKPLACE CULTURE AND ITS IMPACT ON ORGANISATIONAL EFFICIENCY

MODULE CODE: BMSW5105

LECTURER: OLUSOYI ASHAYE

In the interview, the teacher asked me to talk about what I had done in my report.

The first thing he asked me was what I wrote about EasyJet.

I said that it was created by a Greek-Cypriot entrepreneur in 1995 and they started working in Luton in England.

Then he asked me about the organisational culture of Easy Jet, which I had not done yet during the time of the interview. But Easy Jet is a customer-oriented company that treats everyone equally and no one is superior to the others.

Then he asked me about the organisational structure of Easy Jet, which I had not done yet during the interview time. But their structure is decentralised and every structure where they operate operates independently.

Then he asked me which tools I used for my report, and I told him which ones I used, which were: PESTLE; SWOT; Porter Five Forces; McKinsey 7S Framework.

Then he asked me about the Ethical Dilemma, and I gave him an example of how I used it in my report. My example was about choosing between Customer Safety or Max Profit.

The example consisted in what they would choose if there were Bad Weather, and they had the chance to cancel the flight or reschedule it or take the risk and fly even if there is the risk of lower safety for the customers and the crew staff.

Then he asked me about the recommendations I have for Easy Jet, and I talked about one of the recommendations I gave to them in my report. Which was about to pay attention to the competition, because they are no more the only ones to offer low-cost flights. So, to differentiate themselves from the competition, I recommended they continue to offer great quality service and for those who want to, they can let them pay an extra £5-10 and offer them free food and beverage.

Then the teacher asked me which reflective module I knew, and I talked about the Gibbs Reflective Cycle model.

(According to The University of Edinburgh; 2020; Gibbs' Reflective Cycle)

This model is used in education and professional environments.

It has six steps which are:

- **Description:** When you describe the experience you had.
- **Feelings:** The emotions you had during the experience.
- **Evaluation:** Analysing both positive and negative aspects of the experience.
- **Analysis:** Understand more deeply the experience you had.

- **Conclusion:** What did you learn from this experience?
- **Action Plan:** From what you have learned, what will you do differently next time and how are you going to improve.

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