

A critical analysis of leadership style and approaches to change

Leadership Style and Navigating Future Challenges at Tesco

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Introduction

This presentation examines the leadership approach I would take as a team leader at Tesco. It examines my style, correlates it with theory, and justifies why it is appropriate to the future requirements of Tesco. I also use a leadership questionnaire and my managerial feedback.



(Chen, 2022)

My Leadership Style



(Karo, et al., 2024)

Primary Style

Democratic (participation, mutual decisions) (Karo, et al., 2024).

Secondary Style

Coaching (develops personal skills, builds confidence) (Hwang, et al., 2023).

Manager Feedback

"A listener who solicits other people's input before deciding."

Core Attributes

Trust, empathy, and communication (Dugan, 2024).

Link to Leadership Theory

Core Theory

- My approach aligns with Transformational Leadership (Ladkin & Patrick, 2022).

Why?

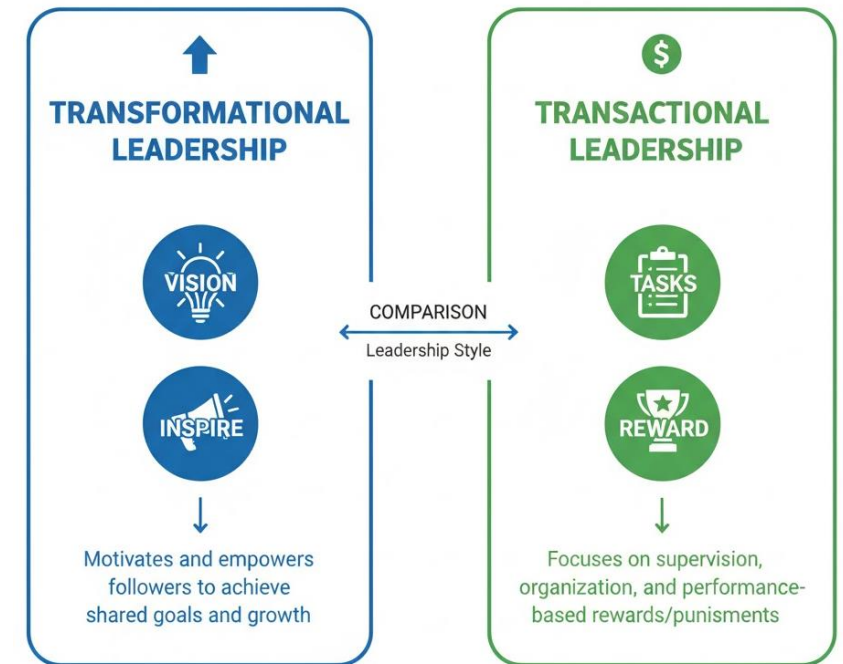
- It inspires a common vision, not just managing tasks.

The Proof

- Boosts service quality and engagement in retail (Nanjundeswaraswamy, et al., 2024).

The Contrast

- A purely Transactional style is less suitable for Tesco's culture (Dong, 2023).



(Dugan, 2024)

Tesco's Organisational Context



(Smith, 2023).

One of the biggest UK supermarket chains (~330,000 employees) (Smith, 2023).

Challenge 1: Intense competition (Aldi, Lidl) and cost inflation.

Challenge 2: Rapid digitalisation, automation, and online demand (Chen, 2022).

Challenge 3: Employee development and retention.

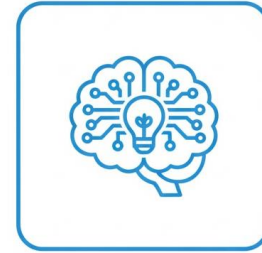
My Style Matches: Technology & People

Managing Technological Change:

- My Democratic-Coaching style alleviates staff anxiety.
- I will engage the team with "tech demos" and pair staff to share skills (Ytterstad & Olaisen, 2023).

Developing People and Teams (Retention):

- My Coaching style connects daily jobs to long-term career goals.
- This enhances engagement and reduces turnover (Nanjundeswaraswamy, et al., 2024).



AI / TECHNOLOGY



PEOPLE / GROWTH

(Ytterstad & Olaisen, 2023)

My Style Matches: Inclusion & Service



DIVERSE TEAM



CUSTOMER
SATISFACTION

(Dong, 2023)

Diversity and Inclusion:

- My Democratic style ensures all voices are heard (Dugan, 2024).
- I will use small-group discussions to promote respect.

Maintaining Customer Service:

- Engaged employees give better service (Dong, 2023).
- My Transformational style connects daily tasks to the "why" (a greater purpose).

My Style Matches: Uncertainty

Leading Through Uncertainty (Inflation, Supply):

- Retail has constant shocks.
- My style is people-centred, transparent, and empathetic.
- This builds loyalty and keeps teams focused during stress (Karo, et al., 2024).

CLEAR GUIDE THROUGH DIFFICULT TIMES

(Karo, et al., 2024)

Critical Reflection

My Weakness

Democratic style can be "counterproductive" and slow in emergencies.

Manager feedback noted I can "avoid difficult conversations."

Solution Theory

Adapt using **Situational Leadership** (Hwang, et al., 2023).

My Action Plan

Be **Directive** in an urgent situation.

- Be **Coaching** for staff development.
- Take Tesco's leadership training + online conflict management courses to balance empathy and authority.



(Hwang, et al., 2023).

Conclusion

I am a Leader with the Democratic, Coaching, and Transformational qualities. It suits the Tesco setting, where it is all about teamwork, innovation, and quality of service. It promotes technology change by embracing it, minimises turnover by developing, and preserves customer focus by motivating. It also encourages diversity and free communication, which is needed in big mixed work teams. Retail success of the future requires the leadership that is able to lead people with trust, empathy, and flexibility. This is what my approach does.

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