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Executive summary

The report will address the change management plans for a chosen organisation during Covid-19 pandemic and beyond, which is Compass-Group Plc. United Kingdom and Ireland.

World leaders in the food industry, they trades in catering and hospitality business providing cooked foods and rendering hospitality services globally in Recreation grounds, Hospitals, Hotels, Care Homes, Outdoor events and many more.

The report will be in three sections and they are:

Section 1- Critical evaluation of the change management adopted, process and Identification of the strategic change.

Section 2- Change Management Models and evaluation such as: Kurt Lewin's Change, Pettigrew and the Kotter's Eight-Step Plan.

Section 3- Proposal and the Implementation of Change Strategy.

The Implementation of Leadership Styles in the organisation then given conclusion and recommendation including references.

Introduction

This report will address the change management plan for an organisation during Covid-19 pandemic and beyond. There are many models of change but few will be mention and use to address the organisation's changing processes such as the:

(1) Kurt Lewin's (1951) Change Model which identifies three stages through which the change agents must use to proceed before any vital change could become a part of the system and they are: (a) Unfreeze, (b) Change and (c) Refreeze.

(2) Pettigrew Model (1992), containing the: (a) Context-which looks at the internal management's decisions and the external competitive environment in which the strategy will operates, (b) Content- the purposes, objectives, and goals of the strategy and (c) Process – Implementation of the strategy of change.

(3) Kotter's (1995) Eight-Step Plan Model implement (a) Establish a sense of urgency, (b) Create a coalition, (c) Develop a clear vision, (d) Share the vision, (e) Empower people to clear obstacles, (f) Secure short-term wins, (g) Consolidate and keep moving and (h) Anchor the change.

Addition to the above, is how to implement Leadership styles in the organisation, and then the author will also evaluate, analyse, then finally give conclusion and recommendation at the end of the report.

Section--1

Selected Organisation and Background

Compass-Group Plc. United Kingdom and Ireland which was founded in 1941 by Jack Bateman, a macro catering and hospitality business oriented, globally leading in the production of foods and services and in addition providing quality meals to the public and to many customers across 45 countries, main headquarters located in Washington in the United States of America and regional office in London in the United Kingdom and employed over 500,000 thousands staff of different ethnic diversity and nationalities, with a huge turnover on a regular basis (Compass-Group, 2021).

However, faced with two main fierce competitive organisations in similar catering and hospitality business and they are: Aramark and Sodexo catering thus causing Compass-Group to constantly implementing changes.

Hence the author of this report is an active employee in the above organisation and involves in major operations in the business locally.

The Covid-19 crisis together with the United Kingdom economical uncertain situations whereby prices of commodities and household bills has been increasing daily causing people to unable to adjust easily towards these rising cost and the instability of political problems by seeing the changing hands of three British prime ministers within just four months which causes the United Kingdom currency, the pound sterling to lost its value to the Euro and other currency especially to the United State of American dollars causing the stock exchange placing more demands on Compass-Group and many leaders in businesses to adjust their business operation to adapt and also far beyond including the recent world uncertain economical crisis as to the ongoing war between Ukraine and Russia which Compass-Group definitely have to adjust and adapt to the rapid changing global economical circumstances (The Guardian, 2022).

Firstly, Change

Change is a constant process at workplaces or even as a society, the outbreak of Covid-19 pandemic which forces us all to experienced change and still continue in experiencing changes, therefore a change management plan is necessary to be implemented because every change in business will lead to major consequences to be expected or unexpected, some might be bad, good or even hoped for and many more, as Kurt Lewin (1951), argues that in achieving a change, it is necessary for the organisation to look at every options that are available which can help them moving forward from the present to the desired state and then adopt the best possible route of operation but they must be analyse carefully before abandoning the unnecessary.

It is however important to arrange a planned change management in place that will affect the whole, thus required agility, resilience, leadership and constant communication.

Main Body

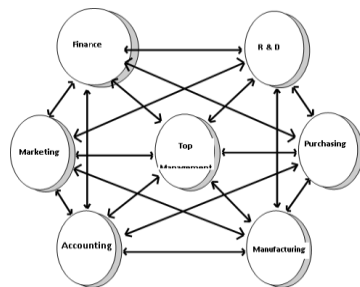
There are many objectives of the organisation such as: continue winning the biggest global catering and hospitality business operation, increasing sales by winning new contracts, customers satisfaction and making profit for their shareholders.

Compass-Group Ltd. has apply the Kotter's (1995), Lewin's (1951) and Pettigrew (1992) Models Being that they are similar in application to the organisation. In outlining the recent change initiative is that the organisation is now working very hard to include more ethnic minority into their management level and to be able to produce 10% of organic vegan foods in every section of food services, however, emphasis will be more on the ethnic minority inclusion.

The ability for Compass-Group to meet those objectives of changes depends on three factors and they are: (1) Awareness of internal strengths (2) Micro and (3) Macro environments.

Internal Scanning

1. Awareness and scanning of their internal strengths which will able them making the right decision in an efficient way as diagram shown below:



Internal scanning diagram, (Ofori, D. 2023)

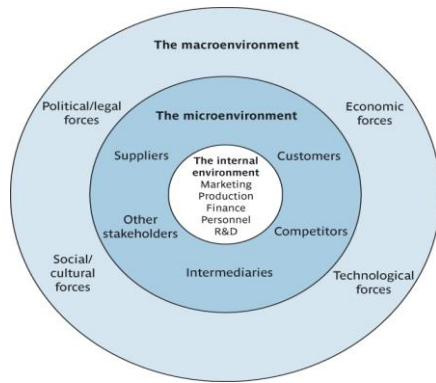
Compass Group has an internal management team strength which are highly experienced with so many years of experience in the industry of providing food service to the general public, strong reputation for delivering quality foods and services, positive flow of cash, staff turnover very minimal and effective branding in: (a) marketing- the selling of both tangible goods and intangible services, (b) research and development- they do research of product and services before developing including searching the market knowing what is required out to the customers, (c) purchasing- that which are

needed by the organisation from suppliers and accounting and finance- distribution and recording of all financing activities in and out in the organisation.

In addition, the Micro Environment comprises of all those individuals and companies or organisations that are directly or indirectly affect the operations or activities of Compass-Group and they are:

1. Company. Compass- Group produces the goods and services by employing the right person to do the right job meaning qualified and competent workforce that can help the organisation achieving success with little efforts.
2. Marketing Intermediaries, agents such as online virtual market platforms, Ebay, Amazon, distributors, wholesalers, dealers and so forth in contributing to deliver the products and services to customers including other participants in the business's supply chain, in stocking and to transport the goods from source location to Compass-Group.
3. Customers. They purchase the products and services produced by the organisation and must be done with quality meeting the expectation of their customers, obviously they need to analyse and to know exactly what the customers are expecting from their products and services that will satisfying them.
4. Competitors. such as, Aramark and Sodexo catering and hospitality market, are the main competitors in the same business of competition thus Compass-Group must continue fighting with their strengths to be in front constantly thus will affect the overall long term profits of the organisation.
5. Suppliers. Provides inputs such as components, material, other stock of goods, and labour to the organisation which is required to undertake the manufacturing activities.

The Internal, Micro and Macro Environment of Compass-Group as diagram shown below:



(Ofori, D. 2023)

2. Macro or External Environment and factors of Compass-Group by using the PESTLE (Political, Economic, Social, Technological, Legal and Environmental) analysis is a strategic tool which is used to analyse the macro environment and factors that impact the macro environment of the organisation. (CIPD, 2021)

Any changes in the macro-environment factors can directly have an impact on the organisation and not only the Compass-Group Plc but also on other players in the hospitality industry. In addition, these factors can even impact the Porter Five Forces which shape the strategy and competitive landscape, and also individual organisation's competitive advantage or the levels of overall profitability.

The ability in identifying external influences in the business's environment is known as macro, and on its consumers to be able in adapting accordingly by using the PESTLE tool below:

PESTLE	External factors that will affect Compass-Group to be considered	Factors affecting the organisation internally	Importance	Opportunity and Threats or Remarks
Political	1. Policy from Government. 2. Global trading agreement, regulations and restrictions. 3. Unstable political dilemma. 4. Taxation	1. Since the United Kingdom made decision to leave the European Union, British pound has become a bit weaker against the euro and United State of American dollar causing trade in the future with Europe will be		

	fluctuation. 5.Regulations of industry. 6. War in Ukraine with Russia.	restricted or uncertain. However will affect profit margins because of this move made. 2. Scarcity of raw materials from Ukraine. Example, wheat.	Medium High	Monitoring situation. Threats
Economical	Cost of labour. The growth and decline of economy. Inflation. Interest rates. Globalisation. Exchange rates. Habits of consumer spending style.	1. European Union exit impacted on Compass-Group's operation. 2. Continuing uncertainty in the United Kingdom business markets and investors. 3. Due to the COVID-19 pandemic has added more to market in performing poorly and greater dependence on online shopping. 4. Conversions of exchange rates remain volatile for Compass-Group, which will affect the negotiations with suppliers.	Medium High Medium, due to technology advancement High	On going On going On going with high speed. On going
Social	1. Balancing of work-life. Attitudes in different career. 2. Demographical population. 3.Tastes and trends of consumers and their buying	1. Not all regions in local demographic labour markets want to work in catering and hospitality industry for lower living wage due to hard		

	habits especially when Compass-Group is operating in the food industry. 4. General lifestyle factors and fashion.	work within. 2. Diversity of culture and preferences different countries or regions. 3. Required investment in marketing research. 4 Food range does not cater the same for all ages and especially the younger generation, they embarked on their fast foods whereas the older preferred healthy foods.	High Medium High High	
Technological	1. Disruptive technologies- electric vans to cut carbon emission. 2. Security 3. Automation 4. Artificial intelligence- computers. 5. Social networking- internet.. 6. Innovation- smart cooking ovens.	1. Consumer rights and confidentiality in data storage. 2. Cybercrime has been rising causing risks to data protection and operational instability. 3. Adaptable technology fitting for purpose currently and for future use and appealing online. 4. Application on Smartphone for ordering goods. 5. More improvement on technology for analysing and buying intelligence such as reminders. 6. Cyber attacks on Compass-Group food bank.	High- must comply with GDPR regulations (2018) Medium High	

Legal	1. Health and safety laws and regulations. 2. Common laws of host countries. 3. Local labour laws. 4. Hosts employment laws.	1. Flexibilities of contractual workers required during peak trading periods. 2. National minimum wage rates. 3. Slavery Act must be complied with very important for Compass-Group type of business. 4. Yearly wage increases. 5. Compulsory Introduction of workplace pensions.	Medium High High- Avoiding modern slavery Medium Low- Policy actively in operation.	
Environmental	1. Transportation. 2. Sourcing the ethical way. 3. Pandemics in the future. 4. Sustainable resources. 5. Procurement. 6. Management of supply chain. 7. Imposed environmental restrictions by host country governments.	1. Personal Protective Equipment (PPE) garments are the major concern that is disrupting the organisation's Supply-chain. 2. Customers are now conscious of the rise in ethical and the environment. 3. The organisation is being out-ranked by two of their competitors, Aramark and Sodexo catering hence they produced environmentally friendly products than Compass-Group.	Medium-Monitoring situation High High- working towards achieving	

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Political, this plays a significant role which determines the factors thus can have impact on the organisation's long term profitability in some countries or markets because Compass-Group Plc operates in Travel and Leisure in many countries and being exposed itself to different types of political environment and certain political system risks of every different countries. However, achieving success in this type of dynamic Travel and Leisure industry across those operated countries they are in, is to diversify the systematic risks of political environment and therefore, before entering or investing in certain country or market Compass-Group should closely analyse some following factors such as:

1. Bureaucracy and The interference and bureaucracy by government in the Travel and Leisure.
2. Corruption level, especially regulation in the Consumer Services sector.
3. Contract enforcement of legal framework.
4. Mandatory Employee mandatory benefits.
5. Minimum wage and overtime wage legislation.
6. War, risk of military invasion. Example invasion of Ukraine by Russia.
7. Labelling of products and other necessary requirements in Travel and Leisure
8. Tariffs and Trade regulations in relation to Consumer Services.
9. Partners in trading to be favoured.
10. The stability political situation and importance of Travel & Leisure sector operating in that country's economy.
11. Taxation rates must be known including incentives.
12. Regulations of pricing, such mechanism must be regulated otherwise there would be confusion in different pricing.
13. Monthly, weekly and daily working regulations in the sector.
14. Safety regulations in the industry that covers the Consumer Services sector.

Economic

Looking at the Micro environment factors such as competition norms which has impacted the competitive advantage of the firm, however, Compass-Group Plc can use country's economic factor such as their rate of growth, inflation and industry's economic indicators such as Travel & Leisure industry's consumer spending and growth rate to forecast the path of growth and not only the sector but also that of the organisation.

Macro environment factors determines the total demand and investment in any economy such as foreign exchange rate, interest, savings, inflation and including economic cycle . considering these factors, Compass-Group must conduct a PESTEL analysis which are:

1. Rate of employment, inflation and interest
2. Currency stability in that country of host and their exchange rate.
3. Intervention of government in the free market and in relation to the Consumer Services
4. The type of economic system that is operating in those particular countries and how stable they are and trustworthy for operation.
5. Considering of raising capital in local market how efficient is the financial markets is there any need for Compass-Group to carry out such?
6. Level of education in the economy.
7. The level of skilled working force in Travel & Leisure industry.
8. Stages of business cycle like recession, recovery and prosperity.
9. Growth rate of host economy.
10. Is there a quality infrastructure in Travel & Leisure industry?
11. Comparative advantages of the particular country of operation are there any comparative advantages and in the Consumer Services sector?
12. Costs of labour and productivity in the economy.
13. Income discretionary.

Social

Social factors are cultural norms and expectations such as: health and safety, career attitudes, population and growth rates, age distribution, health consciousness, society and public opinion's and the way of doing things will impact the culture of the organisation in an environment expectations. These are all large external factors that forces the organisation re-evaluating the way they operate their business because society has high expectations for the organisation to be socially responsible. Additional social factors that Compass-Group Plc should analyse for PESTLE analysis are:

1. Population demographics and the level of their skills.
2. Their culture such as social conventions and gender roles.
3. The society's hierarchy and power structure and cultural class in the society.

4. Broader nature of the society and entrepreneurial spirit because some societies encourages entrepreneurship while some do not practice such.
5. Level of education and standards in the Compass-Group Plc 's industry
6. Interests in leisure.
7. Attitudes in health and environmental consciousness.

Technological

Technology is being growing at a faster rate and disrupting industries all over and across the board for over the years. Compass-Group has to transform remarkably fast, no chance given even to the players in establishing and coping with the changes. Examples, the internet, intelligent robots, software application and so forth. In addition, Transportation industry is another good example, taxi industry is now being dominated by players like Uber, which shows that car industry is moving fast toward automated technology led by firm such as Google and the manufacturing Tesla, which has involved in the electronic car revolution.

However, Compass-Group should not only capitalise on technological analysis but should also check the speed at which technology is disrupting the industry. Slow If the speed is low the organisation will have more time to adjust itself but the fast speed of technological disruption at present if not quickly adjusted may give the organisation little or no time to cope and be able to profit. Understanding technological analysis involves the following impacts:

1. Cost structure in the Travel & Leisure industry.
2. The rate of technological diffusion.
3. Recent developments on technology by Compass-Group competitors.
4. Value chain structure in the Consumer Services sector.
5. Impacts on technological product offering.

Legal

There are legal factors that the organisation should consider when entering new markets to know the legality in operating business that country what they entails, because in some countries legal framework and institutions are weak in protecting the intellectual property rights of an organisation which can lead to the thieving of organisation's secret sauce thus will disrupt their overall competitive edge. Factors such as, Intellectual property, patents and copyright laws, anti-trust law in the Travel and Leisure industry and in general,

discrimination, protection for consumer and e-commerce, data protection, health and safety and laws on employment must be highly considered of the host country.

Environmental

Environmental standards can impact the profitability of the organisation in this market because different markets have different norms in which they operate, and also different environmental laws and liability laws. Example, a lot of European countries give healthy tax breaks to companies that operate in the renewable sector allowing them to do more.

However, before entering into new markets or beginning a new business in existing market the organisation or firm should evaluate carefully the environmental standards that are needed or required to operate in such markets. Some of the environmental factors that Compass-Group should consider ahead are:

1. Renewable energy are they supported and the attitudes towards them.
2. Recycling systems.
3. Environment pollution regulatory laws.
4. Condition of weather how favourable are they?
5. Regulations in air and water pollution relating to the Travel & Leisure industry.
6. Climate change.
7. Management of waste in Consumer Services sector.
8. Species that are endangered how they can be avoided or protected?

Section---2

Critical Evaluation of Managing Change and Leadership style in Compass-Group

Change Management

Staff in the organisation are mostly at the centre of many of the changes including management and human resource functions they are among others to drive effective change. They have a role and responsibility to making sure that organisation development, due process, design or redesign, employees voice and meaningful and clear

communications are effective and appropriately addressed hence those are part of the process of change. The organisation have a vital role to play and ensure that it create a long-term sustainability of the change, through proper design and delivery of learning and delivery. The fact here is for all employees and management to understand and then work within the network of change activities right through the various departments thus enabling them to design, anticipate and shape the organisational change collectively. However, there are some drivers of organisational change. These include:

1. Advance in technological developments.
2. New entrants, including mergers and acquisitions, and competitive pressures.
3. Supplier and customer pressure, particularly when markets are shifting.
4. Some shifts in objectives strategies.
5. Especially new markets growing opportunities.
6. Challenging of trading conditions and economic downturns.
7. How to learn new organisational behaviours and skills.
9. Legislation and initiatives from government.

Leadership Styles

Leadership styles determines the business success or failure of the organisation and approach by leaders in providing motivation and direction for their followers (Ojokuku, R. M. et al, 2012). However, Kurt Lewin (1939) identified some styles of leadership: Democratic, Laissez-faire, Transformational and Transactional. However, democratic and laissez-faire leadership styles, and approach will be use, and in addition, Hughes et al (2006) identified eight areas of skills competence such as, Integrity and personal values, management, communication, change sponsoring, vision and strategy, motivating and developing of others, aligning people and processes and finally achieving results.

Compass-Group uses democratic and laissez-faire styles often dependent on the circumstances or situation in their operation of business by getting input from their subordinates and allowing members from teams so that chances are given to everyone in contributing to the company's processes of decision-making, hence the leaders are still the decision-makers. Global Campus, (2022).

The Democratic and Laissez-faire styles has helped the organisation greatly in thriving their business forward in the right path by engaging employees feeling good and having stakes in the business ultimate outcome thus democratic leadership style has excel in a brighter creativity amongst all subordinates, and the organisation's goals are achieved when positive

contributions came from every sides in the organisation being that they are dealing with customers directly on a daily basis in goal congruence.

Some of the qualities that Compass-Group's democratic and Laissez-faire possesses are implied such as, communication flows up and down, constructive criticism, minimum control is maintained, involving others in decision-making, ego and economic awards are used to motivate staff and the normal answer is 'we' rather than saying 'you' and 'I' by leaders in a great, respectful and professional manners and making their subordinates finding themselves very easy to approach. In addition, morale of employees are heightens when they are part of the solution which will normally lead to a creative inputs and brings out positive results.

However, on the negative side of Democratic styles are: (a) some of the team members may have no interest required in giving or providing better input, (b) decision making process may be slow, and (c) not every leader successively achieve success with the Democratic leadership style because some employees may feel left out when their ideas not chosen thus will place problem on the group especially if they are not trained or have the skill to address such issues.

Laissez-faire leadership styles are excellent to the organisation being that they delegated and installed confidence at the same time in their employees when tasks are assigned to them without over-sighting, due to the trusts, and willingly placed responsibilities in their employees hands because they have the capability to handle the daily day-to-day the organisation's operational goal congruence.

The negative side of Laissez-faire style is that without any direction or oversight sometimes employees tend to accomplish much less or nothing at all, although they have the ability to complete tasks collectively without close supervision.

Section --- 3

Implementation of Change

As the organisation is going through a change, by the inclusion of ethnic minority the Lewin's Change Model, this process has been implemented here which identified these three stages through which the change agents must use to proceed before any vital change could become a part of the system and they are as per diagram below:



(Oforo, 2023)

Unfreezing.

The organisation need to be prepared the in accepting that change is important and necessary thus this involves the breaking down of the present situation which is the inclusion of ethnic minority into the organisation's Management Board but before rebuilding up a newer way of carrying out operating. In other words Compass-Group must prepared and to accept as they have already identified the change by employing more ethnic minority in their management level, willing to unfreeze such. These has showed that things have to change in a positive way so that understandable to all in the organisation. However, the attitudes, beliefs, values and behaviors that currently defined it has been challenged.

The organisation was forced to re-examined its core management setup which was questionable by feedback from stakeholders thus caused a crisis and need to be addressed which will in turn can build a strong motivation to seek out a new ways of balancing such questions, although the changing process in the beginning is usually the most stressful and difficult stage.

Change

From unfreeze to change it is a transition because change does not happen suddenly, all parties involved need to understand how it will be benefitting them and the organisation because all parties take have to time in embracing the new direction and proactively participate in the change thus not all will be in line just because of the change is necessary, the question is will it benefit the organisation. However, all parties has to contribute and accept the change for making it become successful.

Refreeze

When all parties to the changes are taking shape and have been embraced the new decision, automatically the organisation is ready for refreezing and a new sense of stability kicks in, all parties begin to get confident and comfortable with the new decision of including ethnic minority into the organisation's management board.

Cultural Evaluation

“Culture is the basic assumptions and values which are shared by, guide and shape the individual and business behaviour in an organisation”. (Handy, 2003)

Organisational culture is the pattern of shared beliefs, assumptions and values considered to be the appropriate way Compass-Group Plc. thinks and act of doing or operating within is different from another organisation. Examples: Selection processes, training and induction, Communication and decision making. Management styles and Colleagues behaviour are not the same with other organisations.

Critical Evaluation of chosen Theories

Researchers, Kurt Lewin and colleagues developed the Democratic Leadership Theory, thinking that it is typical the most effective leadership style in the earlier times mentioning that there were born leaders, but this has been challenged continuously by different researchers saying that any person can grow into a leader by embracing lesson taught by other leaders in their lives. Prince Charles, as a typical example (King Charles now) and looking on the inside to see how their behaviour might impact those surrounding them. Any good leaders must also continually learn what they can do in order to refine their style of leadership (Leadership & performance Partners, 2022).

The negative side is that more time is taken, commitment and efforts from the leader, and also sometimes getting results are inefficient and low productivity can be achieved.

The Laissez-Faire Leadership theory is of more freedom to carry work on their own and not needing ongoing feedback. Researchers found the negative side that people working under such leadership were more less productive.

Training and Development Plan

Training is a process and practical activities, knowledge and skills of learning given by the organisation to its employees who need to successfully carry out particular tasks in a quality and expert way and usually done periodically in a related job, such plan will help the employees to focus on their efforts and results in increasing the chances of achieving their goals. (Anthony et al. 2016). However will definitely get an impact in Compass-Group.

Training is normally a short term task which targets and to achieve a change of knowledge, skills and attitude in a specific area, usually job related. Whereas, Development is usually a long term human resources' investment. In Compass-Group, training and development programme plans are mandatory and normally carried out quarterly according to the business' nature and has made big impact to the organisation. Table shown below:

Training Calendar 2023

Training Areas:	Month: 1	Month: 2	Month: 3	Evaluation	Future Plans
Communication Skill: Written Verbal	Needed			Will be Assed	On going
Sales techniques	Needed				On going
Interpersonal Skills		Needed			On going
Attitudes		Needed			On going
Job Competencies	Needed				

Communication plans must be very effective in written and verbal ensuring proper and accepted methods and styles that are used which stated what kind of information should be communicated, who should be receiving that information, when and where it should be delivered, such as mails, email, social media and so forth, communication skills should be across all department in the organisation, (Indeed.com, 2023)

Training Evaluation

After the training, immediate direct interview or feedback survey, post-training tests or trainee can start applying learned tasks in their working areas and a post-training appraisals can be conducted by supervisors of trainees immediately.

Future Training Plans

These are the plans that has been placed for future execution, after receiving all evaluated comments, the trainers should visit and modify any areas of the programs to keep valuable things and make improvements where necessary The organisation should make sure that trainers address many training parts of the process again and taking into account new approaches, even though with the same topic there are different trainees whereby some are

quick to be impacted with the training whereas some are slow but however they will be impacted.

Conclusion

However, it is clear that changes can come from even within the organisation's internal environment by the inclusion of ethnic minority into their Management Board. These shows that Compass-Group Plc. should be ready to change and becoming more agile, both in connecting leaders and followers to perform positively, and disrupting their thinking which was so vigorous and able to adapt to the changing circumstances.

The challenges that faced the organisation during Covid-19 crisis was that the organisation required to evolve their operations by using more of ethnic minority that were willing to do the jobs reason being shortages of permanent staff due to the continue pandemic crisis and confidence was still unclear to everyone and many permanent staff were reluctant to present at work.

These are some of the change management principles that organisations can use as a structured framework to simplify and accelerate their major processes and organisational change and they helps in increasing engagement and efficiency.

Recommendation

Compass-Group Plc. should obviously be able to make quick decisions with any small or new information that comes out constantly, reason being that the present ever-changing uncertainty in the world today especially with the faster pace in technology also determines what and how much to communicate to their employees and continue with the training programmes including upgrading the entire staff thus will reinvent the business in a complex way, such as competition and market conditions.

These change management principles that the organisation use as a structured framework has simplified and accelerate their major processes of change and helped increased engagement and efficiency in a respectful manner by applying the three change Models, they are: Kotter's (1995), Lewin's (1951) and Pettigrew (1992) Models and the continue using of the Democratic and Laissez-faire Styles of leadership in the organisation which has been benefiting them.

These recommendation needed to be followed thus will help the organisation from drowning which will probably caused dropping their leadership position from following competitors.

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