

Through This Essay I will be looking at the workplace culture and its impact on organisational efficiency in John Lewis, I will critically analyse the understanding and engaging in customer experience, and I will give the core values of John Lewis.

The moto of John Lewis is partnership, they have a set of five values which was created by the Pardners for the Pardners, they also guide their commitment to empower all Pardners that work there, whatever part of the business they may work in, and drives their personal promise to their customer. Their five values are as follows.

- Do the right thing: they act with integrity to do the right thing
- All or nothing: they put every they have into everything they do.
- They give more than they take: they put more in.so everyone gets more out.
- Be yourself always are quickly proud and at their best when they are fee to be their self'.

Beliefs

Beliefs are assumptions we hold to be true. when we use our beliefs to make decisions we are assuming the casual relationship of the past, which led to the belief, will also applying the future in a rapidly changing world ,Which is becoming more complex, using information from the parts, to make a decision about the future, may not be the best way to support us in meeting our needs.

values are not based on information from the pass, and they are not contextual. The values are universal. Values Rises above the settings because they are based on what is important to us. they arise from the experience of us been human.

Values are intimately related to our needs. whatsoever is important to us what's the weather we need. What is missing from our lives is what we value. as the condition of Our Lives change. and as we mature and grow in our physical development, our priorities and values change, when we use or values to make decisions, we focus on what is important to us, we need to feel a sense of wellbeing.

Personal Values

As human beings, we all have our own values beliefs an attitude that we have developed through the course of our lives, our family, friends,

community and the experiences we have had all contributed to ourselves and how we view the world.

as community service workers we are often working with people who are vulnerable and may not be living a lifestyle that mainstream Society may view as been acceptable.

what are values?

Values are a code of conduct, or a set of principles and standards that governs your moral behaviour, and your principal outlook on life. These values guide the decisions we make, and the way we live our lives.

A value may be defined as qualities we hold dear, something we consider to be of worth. Belief that related to what we may regard as valuable and influence our thinking and type of behaviour.

For example, some people may see it as a right, and a duty, and place grate value in saving the rain forest, but the individual who depends on logging for his livelihood do not see the same value as the individual who wish to protect it.

Core values

Family, what do you value about family?

Manners: are they out dated? what value do they hold in your life?

Pride: do you need all these materialistic things to feel proud of yourself? is your value on humility, or vanity?

Cloth: is it more important for you to have the right uniform, or football kit?

Or the right attitude on the sports field: what behaviour is important to you? Is it winning at all cost, or taking part, and sportsmanship?

Dominant values

Dominant values are commonly spread through a community, group or culture, they are promoted through instructions, religious organisations, family or the media.

1. **Family-** family comes first, family looking out for each other.
2. Peer-group - importance of impressing your peers.

3. **Culture**- a culture values such importance as individuality, as appose to conforming to a grouped.
4. **Religion**- beliefs about rights and wrongs, and belief in God.
5. **Media**- the influence of TV, radio, movies. internet, and advertising on what is important in our life.
6. **Technology**- in the age of information, and technology, it is importance to develop your knowledge and computer skills.
7. **Significant life event**- death of a love one and the impact on what we value as been important.
8. **Major historical events**- been patriotic, valuing humanity, preparing for hard times.
9. **Music**-what happens in society is often reflected in music, people response to certain aspect or incident in their life around a particular song and may place sentimental value on it.

Educational intuitions- the valuing of learning, valuing of self in relationship.

As value is important in forming your relationship with clients, employees, and co-workers. it is crucial that you develop an awareness of what you believe.

We are all influenced in varying degree by the values of our family, religion, culture, education, and social group .9 your own values can help you work effectively with clients and resolve conflicts and support organisations philosophy of care appropriately .Whatever our values come from they make us unique.

www.valuescentre.com/mapping-values-vsbelieves

Where do you acquire values from?

We acquire Our values from a variety of sources such as follows

Peers (social influence)

- 10.Educational institution such as school, college, and University.
- 11.Significant life event (death, divorce, job lost, major accident, & trauma.
- 12.Religion

13. Music
14. Media
15. Culture
16. Technology
17. Major historical event.
18. Family

What is attitude?

Attitude is a belief that describes our thinking and drives our actions to react in a certain way, our attitude has different levels, when we feel strongly about an issue it becomes a value,

In order to remain professional, it is necessary to leave your personal values out of the client's relationship. This means that it is important that you allow your clients to pursue their values, believe in personal decisions, that reflect what you think they should do.

www.learning.valuev-vs-attitude.com.uk

Critical thinking

Every opinion you're facing can be wrong, before you choose USS is this the best or most meaningful response on offer? If a web page says you must enter your personal details or being denied access, perhaps the better choice is to reject the deal.

If a politician says we must either raise taxes or lower immigration that may not be a feasible reason for you to accept either. Look outside the box, ask yourself a question, have you actually been given a choice, how's yourself is there a better or a different way of thinking?

(Sara Miller (1965) Critical thinking).

What is leadership?

Leadership could be defined as the process of influencing people to pursue a certain course of action. The art of controlling, directing, and getting the best out of them.

The power of the mind behind the leader also comes into play. Leadership is not just the position of authority, but charisma as well. An air of influence, an unusual strength of personality that attracts other

men, it is only when the circumstances are favourable that a man of destiny comes into his own.

although leaders may change from age to age, the qualities of a leader remain the same. There are seventeen qualities which a good leader possesses which are as follows

- Sense of justice
- Human element
- Calmness in crises
- Resolute courage
 - Example
- Determination/assurance
 - Energy
- Ability to make decisions
 - Enthusiasm
 - Physical fitness
- The ability to accept responsibility
 - Loyalty
- Pride in command
 - Initiative
 - Humour
- Sense of duty
 - Loyalty

A good leader is made from these qualities, but there is always more to learn, so be prepared to gain by experience.

(John Adair: Effective strategic leadership.2010).

Leading people through change

Life in an organisation is like being at sea, sometimes it's calm, Mostly wavy, and sometimes rough. It can change from one extreme to the next can and Force company executives, and managers to search for every possible improvement in performance and the speed of Change is greatly increased.

example advance in technology are changing people's expectation and ways of working, because It enables people to access information, and each other at speeds that was only dreamt about a few years ago. The

term knowledge is power, is and poem people with instant access to knowledge That would assist in decision-making, that was previously only available within days of effort.

increasing competition in a worldwide market is driving any companies to strive to achieve more with less, and the notion a job for life is a thing of the past for many employees, As the rates of mergers and acquisition, restructuring, outsourcing etc.

(DR. John Marrin (2011) Leadership for Dummies).

How to manage people

It is not enough to be a good manager of goods and resources; you also have to be a good leader of people. leaders have three essential roles which are as follows.

- Defining the task- then be quite Clair of what the group is supposed to do.
- Achieve the task-that is the purpose of the group. Leaders ensure the fulfilment of the groups purpose, if this is not excecated the result is frustration, criticism, disharmony, and perhaps eventually dismantling of the group.
- To maintain an effective relationship between the group members and them self. These relationships if they contribute the task could be effective between the members of the group, between themselves and between the people within the group.

Focusing on managing complex situation by planning by budgeting planning with the gold of producing orderly results.

What managers do

As a manager and a leader, you will not only be judged on the outcome and result of your achievement but also the level of competence you've applied to achieve this result.

Competence is about your ability, know how, knowledge and skill. What needs to be known and excecated to carry out the task.

You will also be judged on the way you did your job, the way you performed while carry out your task. This approach is described behavioural competencies. And can be defined as the aspects of behaviour that leads to effective ProFormance.

All effective managers need to have each of these qualities to a certain degree, but the most is achievement, this is what matters, and achievers according to McClelland, hold these characteristics.

- They set themselves realistic goals which are achievable, with scope for adjustment, they prefer situations they can control rather leaving it to chance,
- They are more concerned with getting the job done well than with reward.
- They get their satisfaction from completing a task, rather than money or praise,
- High achievers are most effective in scenarios where they can use their own efforts.

Strategic Management

The strategy of human resource is about the results of the decisions the company makes about the humans which they choose to do business with.

The strategy of human resource management is also about the comprehensive approach of the workplace culture, environment, and managing people.

For a company that are established and recognised in the industry and has ambitions of expanding, their status and reliability should be maintained.

No, the leaders of the company can focus their energy on the products itself and expansion and let the human resource department handle the development of the company, and keeping an eye on the organization's vision mission, and long-term goal.

New developments of the standard of the performance is crucial to identifying potential problems, compliance to task and standard, non performing employees

Any minor employee and Performance problems that may arise should be identified immediately to avoid any potential problems to the customers with the potential of becoming a liability to the company.

www.ukassay.com/essay/business/johnlewis-create-a-culture

Building a successful team

A major challenge in building a successful team face by people management. work teams bring together groups of people with different personality and characteristics, backgrounds, and life experience. furthermore, the individuals are likely to have different abilities and capabilities or the task they are expected to carry out.

(Dr Norma Barry: 2013: successful people management)

Lead by example

If there is one thing that will most likely 2 birthday balloon of an inspirational leader more than anything else, it's hypocrite. that is to say people at work often despise was I say not as I do leadership, For example if you give a talk as to why employees have to tighten their belts, and managers bonus need to be suspended for the time being, but then Park a brand new luxury car directly in front of the office what sort of message is that likely to send out?

(James Bannerman 2014: business genius)

Objectives of a manager

- To have a realistic expectation of new management rules
- to find ways to explore, discover and create new rules that is right for you,
- to develop a clear understanding of the specific role you need to perform to be successful.

(Richard Newton 2011: The Management book)

4 styles of leadership

The four styles of leadership are directed, coaching, counselling, and delegating, the **directed leader** give specific instructions to follow and provide Direct close supervision he Is not keen on employees doing things their own way,

The coaching leader Focuses on the future not just Once needs to be done right now, with the future in mind this leader wants to develop members of the group and the group as a whole.

Counselling leader cease when others such as a team sibling owner or group non-family executive could take on some leadership of their own and are looking for opportunities to exercise it.

Delegated leader is a visionary leader Who imagines What the possibilities are and relies on the team to do what is necessary to achieve those goals.

Directing A direct leader gives a specific order to an employee, and provides close, direct supervision. He is not keen on staff doing their own thing. He makes all the decisions and tends not to seek any input from others. No one operates in the business unless they take instructions from him.

The direct style of leadership is best suited to small business and start-ups, that are managed and own by one individual. However, under certain circumstances a direct style also works in other areas, such as when there's an emergency.

As when the business is in a crisis's survival mode and requires a quick turnaround, when there is low morale, when There's a low level of trust in the firm. A direct leadership would be the kind of leadership that is needed, when the staff is in experience, or having limited competence, when confidence is lacking in the team.

(Craigie, E, Aronoff 2011: effective leadership Style in the family business)

Stakeholders analysis and management

Stakeholders are any group or individual with an interest or a steak in the operation of the company or organisation, anyone who can affect or be affected by its activity. The analysis of a stakeholder is the process of identifying an organisation stake hold. and asserting their influence.

(CMI): Chartered management institute 2014: managing strategy)

The elements of a good training course

Training courses Will vary widely in what they cover, and how they cover it but any good Courses will have all of the following elements, structure,

learning, theory, practice, supervision, feedback, accreditation ,and a learning community, And one of the advantages of a formal training is that they will require you to try even the elements you wouldn't naturally be drawn to,

(Anne squalor 2011: business coaching)

Evaluate the contribution of Strategic human resource management to the achievement of organisation objectives

Strategies of human resources are being implemented by organisations as a change agenda, and not to replace outdated personnel department. even though the UK gave confirmation that once these systems are being implemented, they are just for the role of the personnel department.

For human resources to be effective it belongs on the board of the organisation.

The development of management and employee is crucial to keep up with the competition, employees should be given encouragement and a number reason to stay with the company and perform their jobs to the best of their ability.

The continuous growth of the company, work life balance, Benefits, health and safety issues, and work life balance, are just some of the things that

motivates employees to perform better, Produce better results for the customers, and eventually the company.

Recruitment and selection

- Change management
- encouraging involvement and engagement
- Redundancies
- health and safety
- payment and reward of employee
- talent management
- employee Counselling

- motivation workers to achieve and improve performance
- managing diversity
- position of equal rights opportunities
- human resource planning
- making cross culture issue or International HRM
- Learning and Talent development

There will be genuine concerns in some ways to ensure that human resource management activities contribute values by helping the company achieve strategic objectives. they will focus on insurance that the main human resource policies and procedures are supporting the strategic objectives and that's approach is consistent in implementation across the company.

However, for each activity it is likely that other managers will also be involved in some instance. the line manager will be concerned with the actual implementation of procedures and policies in as far as they affect their team, Whereas the human resource specialists will also be involved in the bigger picture. Although the extent in roles will vary between companies.

Workforce planning

The workforce planning department is a major arear in human resource management; this involves anticipating in advance the requirements of the company both in terms of the skill mix an employee requirement.

assess the human resource requirements in a given situation

The human resource functions main purpose .is to select, Recruit, train and develop staff.

recruitment and selection

Recruitment and selection are about appointing the best person for the job.

working conditions

Working conditions such as the amount of light, temperature, toilet facilities could also affect the motivation of the employees.

introduction training and Career Development

Introduction training is given to a new employee This could include introduction to the employees, the history of the business, health and

safety procedures, including fire evacuation, insured how to use machinery, introduction training Philips new employee to settle and recovery effective quickly.

Promotion and transfers

Promotion is when someone has been appointed to a more responsible and respectable job. transfer is when someone has been transferring to a different place of work or in different departments.

Termination of employment

This is a better way of saying that employer has been in fired from the job.

Appraisal

Appraisal is the process of assisting an employee or the effectiveness of the process.

Pay, fringe benefits, and rewards

Any benefits received by employee in addition to their wages or salary, common fringe benefits are company car and discounts when buying any product from the firm, and Company pension scheme.

Consultation

Consultation is considering the views of the individuals who will be affected by a decision. These views shouldn't be considered by the executive responsible for taking the decision.

Wage bargaining

This is where an employee with negotiates their salary with their manager because the employee feels that it is time for a wage increase.

employment legislation

Employment legislation is where employees needs to follow the rules and procedure, and conditions in order to work in that company.

health and safety issues

Health and safety issues are imposed on employee to ensure the health and safety and welfare at work to all staff. companies must provide all necessary health and safety equipment, and clothes free of charge.

employers must provide a safe working environment, finally, all firms with 5 or more employees must have a written safety policy on display.

Develop a human resource plan for John Lewis

The planning of human resource refers to Classic are administrative functions and evaluation and identification of human resources requirements or meeting organisational goals. it also requires an assessment of the ability of the qualified resources that will be needed. human resource planning should be the main component of a corporation stretched strategic business planning, to ensure their comprehensive advantage in the marketplace,

companies must implement innovative strategies that are design to Increase their employee's retention rate, and to recruit fresh Talent into the organisation.

Critically evaluate how a human resource plan can contribute to meeting John Lewis's objectives.

The Human resource plan is a transparent document provided by John Lewis, to show the activities of their company, it keeps a record of past actions and monitors future activates,

Human resource Target aids in the progress of the company, but sometimes change in the company affects the plan of the human resource.

Development and training

The training and development program shape the skills of the employee, it keeps them informed with the current trend in the market, and what is required, it is necessary to train in order to implement new technology to minimize benefits and save time.

Shape of the organisation

The shape of the organisation relays on matters in the achievement of the organization's objectives, so human resource management need to plan about it.

Human resource aids the organisation in fulfilling the company's gold, it also helps in identifying excess or unnecessary employee, and helps to direct the company structure to be Compliant with regulations guide lines.

Communication

Communication is considered the most crucial part of the organisation, it plays a vital role in the company, human resource management in a company is the communication tool of the company's staff, communication is key and helps to maintain the level of supply and demand. and keeps them on track in the prospect of communication human resources needs to be effective.

transfer of knowledge

In these modern times this is the era of globalisation, and every organisation is connected globally, so due to this fact it is much easier to recruit employee globally.

Analyse the impact of an organisational culture under management of human resource

An organisational structure consists auction lighters education supervision and coordination, which are over the betterment of the organisational aims.

It might be considered as the payment respective through which individuals can see organisational structure of the firm and will be determined as the model in which to operate and perform.

An organisation structure to remains the desired location responsibilities of several functions of the process such as group work and branch work.

Organisational structure affects organisation action in two ways.

Firstly, it provides Who allocates best and inspirational procedures and routines.

secondly it concentrates in an involvement which an individual takes part in the process of making-decision. which also assist to comprehend the kind of role it can help in the firm's actions.

There are several ways to which organisations or structure,

analysed impact of an organisational culture under management of human resources

All organisations will have a culture which will have an impact on the way employees behave within the organisation. Our core definition of human resource management from stories talked about cultural Aspects human resource management so parts of the way in which employees as a key resource can be managed in thoughts the use of organisational culture degenerate Commitments in the organization and its value. employees are seen as a key resource. Thus, as Ogbonna (1992: 80) notes, the achievement of human resource management objectives requires the management of the organisational values system culture and this requires skilful implementation. often within tourism and hospitality, such values will be concerned within collagen employee buy into the customer care and service quality initiative.

Which organisation see as a form of competitive advantage in the crowded marketplace.

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