



## **Developing Workplace Critical Thinking**

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## INTRODUCTION

The workplace development is the process of adopting new changes in order to improve the working conditions of the workplace or an organisation (Ahern and et.al., 2019). Business firms focus on developing their workplaces in order to provide new environment and high level of satisfaction to the employees. In order to develop the workplace condition an organisation focus on thinking critically so that they can easily analyse the internal and external environment to create new idea for developing. In order to perform this study Tesco plc has been taken into consideration. Tesco is one of the leading and famous supermarket chain of UK, established in 1919 by Jack Cohen, headquarters in Welwyn Garden City, England. This report will discuss about the various theories of management and their application on the business firm. This study will also discuss about the critical evaluation of the theories to assess how someone with different beliefs, attitudes and values might interpret the theory differently along with the recommendation for organisational changes for the post-COVID mindset.

## MAIN BODY

### PART 1

#### Overview of the organisation

Tesco plc is a British multinational groceries and general merchandise retailer established in 1919 by Jack Cohen. The company provides its merchandise in different countries like Ireland, Hungary, Slovakia and many more. The company has diversified in different areas like clothing, electronics, furniture, toys, petrol, software, financial services, internet services, telecoms and many more. The products of the company are supermarket, hypermarket, convenience shop, superstore and many more. The divisions of the company are in Tesco stores, Tesco bank, Tesco Ireland, Tesco family dining, Spenhill, Booker group, Dunnhumby and many more. The net income of the company is £1.483 billion (2022) and the number of employees of the business firm are 354,744 (2022).

“How do organisational beliefs, attitudes, and value systems affect workplace behaviour?”

## **Management theories**

The executives for the progress of an association turns out to be vital in light of the fact that it centres around dealing with every one of the exercises in an impact which brings about expanding the viability and effectiveness of workers (Ahern and et.al., 2019). It is distinguished that administration hypotheses are carried out to expand the efficiency and administration nature of the association. It is impossible to miss that one single hypothesis isn't relevant to every single work environment or circumstance so that is the reason supervisors utilized a mix of various speculations which relies upon the reason and labour force of the work environment. It found that administration standards ought to be trailed by the supervisors so they can deal with the representatives in a powerful manner. It is distinguished that administration speculations began from regulatory and logical administration orders. A few significant speculations of the executives incorporate human relations, logical administration, possibility hypothesis, framework hypothesis and regulatory administration.

- Human connection the board hypothesis is utilized to upgrade the item movement which incorporates the activity that ought to be overseen by the director with respect to collaboration, collective vibes and social framework.
- On account of logical administration, the activities are overseen by following the logical strategies. That implies they don't depend on a splendid skipper.
- As per the circumstance directors requirements to utilize possibility hypothesis which incorporates the administration of activities which depend on significant parts of the ongoing circumstance.

It becomes important to comprehend that there is a connection between the board hypothesis and hierarchical way of behaving (Ahmad and et.al., 2020). The explanation for this is hierarchical way of behaving is laid out in view of the board speculations. This can be better perceived with the assistance of the main administration hypothesis which is Taylor's logical administration hypothesis that assisted with laying out the establishment for authoritative way of behaving. It is recognized that Taylor's hypothesis gave an effect on every association's efficiency which brings about changes in the individual and expert

elements of its chiefs and representatives. Along these lines, other significant speculations gave an effect on authoritative way of behaving which including McGregor's hypothesis X and hypothesis Y.

### **Organisational beliefs, values and attitudes effect on workplace behaviour**

It is essential to comprehend that association ought to realize how values and mentality give an impact of working environment conduct. It is distinguish that convictions prompts conduct and there is a connection between values, behaviour, conviction and conduct. For understanding the connection between them, understanding the idea of convictions and upsides of organization is vital (Calma and Davies, 2021). Convictions are the acknowledgment of an assertion or a case which is valid for association. Be that as it may, it rely upon the conditions as well as people who are engaged with the association. It observed that singular experience is assuming a significant part in their conviction. For instance. There is representative who is working for a supervisor of Tesco with and laid out history in which they need to give clear headings and furthermore centred around responsibility of labourers for the tasks are significantly more prone to accept what their chiefs says then those working for a director. It is found that singular convictions can be validated by experience, realities and conditions. This is the principal reason that convictions can be changed with the presentation of evolving conditions, new realities and advancing experience.

Then again esteems are considerably more well established than convictions. It mirrors the singular inclination which is significant in their life. It tends to be anything for the individual like mindful, trust and sympathy. However, on account of Tesco it found that values incorporate responsibility, security and client assistance. Esteem is worried about a proportion of worth. It is likewise worried about the significance of an individual that joins to something. The upsides of an individual mirror the way of life which they live. Disposition is worried about the way communicated by an individual or an individual. It very well may be communicated through conduct and words.

Tesco accepts that workers are the arrangement of the organization and that is the reason their disposition and values towards representatives are extremely sure they give significance to each representative since they comprehend that they are the justification for the achievement and development. Because of this culture of the association, the way of behaving of workers has additionally changed in like manner since what they see and feel will naturally affect their action.

It is distinguished that the conviction and upsides of the association give a positive as well as adverse consequence on working environment conduct. This can be better perceived with the assistance of the given models and underneath focuses:

- On the off chance that it is recognized that the association has severe regulations and customs, it will naturally shape worker conduct (Giacumo and Savenye, 2020). Because of this conviction and upsides of the association representatives respond cruelly to their more youthful age workers since they accept that more established age workers are more compelling and answerable for the association. So that is the reason it gives an adverse consequence on the representatives. Because of this, the representatives can't speak with their clients suitably and they will treat each brutal way of behaving which prompts diminishing the quantity of clients and clients of the association. It is important to grasp that Tesco that if they have any desire to prevail in the market it becomes important to make their qualities and convictions for workers.

So along these lines, the Tesco get affected by the convictions and upsides of the association. In the wake of understanding this it becomes essential for an association to apply the administration hypothesis as per the way of life of the association. This will work with the outcome of the association and they will accomplish their goals.

### **Tailoring workplace changes for the post-COVID mind-set tackle the challenges**

Consistently the way of behaving of the business climate is constantly changing and dynamic in nature and this is the fundamental explanation that organization should be prepared for the future ramifications of changes. From the experience of the pandemic, it turns out to be

exceptionally evident that associations ought to find open doors regardless of whether they are confronting difficulties (McCarthy and et.al., 2020). After the pandemic, the outlook of the association changed and it is additionally recognized that the working environment needs to make the right move to handle the difficulties. Because of the pandemic circumstance, organizations examine that there is a consistent change in the brain research and conduct of people which is definitely not a transitory change however becomes extremely durable some of the time. The explanation is that to alleviate the panda make it requires facilitated and mass conduct changes to get succeed. In the wake of getting back to the workplace is by representatives are supposed to embrace the way of behaving of social removing and some of them are telecommuting. It brings many new worries and assumptions. Because of the pandemic, it becomes vital for bosses to reshape the working environment so every one of the specialists feel great when they are going about responsibilities and can play out their obligations really. So it is extremely certain that there is really difficult for bosses to make the work environment versatile so it won't feel tension and dread to the labourers. Because of Coronavirus, there is a way of behaving and conduct shift tracked down in the labourer and other business people. A portion of the significant mentality and conduct shifts referenced beneath that an anticipated to give the heaviest effect on the corporate working environment with the conversations of proposals:

**People have a newly heightened consciousness of surface, space and each other:**

It is distinguished from the review that three out of 10 individuals are viewed as tried not to contact the public surface which incorporates lift fastens and doesn't handle (Paul and et.al., 2020). Other significant regions for a group incorporate work bistros and kitchens. An association should zero in on this area also.

Recommendations: Because of this reason it becomes essential for Tesco to zero in on new cleanliness items which incorporate touch less innovation. It is the system where the space found between work areas incorporates the flow of seats. This will assist with decreasing the swarming yet it incorporates a lot of neighbouring spaces so that individuals are permitted to pass with satisfactory room.

### **Employees required that the organization increase well-being and mental health:**

As distinguished by the clinician trades that emotional well-being becomes significant because of the ongoing emergency since it assists with diminishing discouragement (Penkauskienė and et.al., 2019). Because of the ordinary work pressure representatives are expected that association needs to zero in on their prosperity.

Recommendations: For that reason, it is proposed to the businesses that they need to put resources into well-being related plan a procedure which expands their specialist confidence. It incorporates without work zones in which representatives can enjoy some time off and have an espresso that diminishes their unpleasant day. Notwithstanding this workplace ought to make a harmony among collective and confidential spaces.

Social removing turns into the longing of local area: In work environments, managers saw that there is a consistent interest for social separating by the representatives since they figure out the danger of the infection. It is distinguished that Coronavirus has demonstrated the versatility of human association and local area disregarding the actual distance (Puig and et.al., 2019). There are numerous instances of this idea considering present realities observed that individuals are saying together yet essentially and they likewise share their feasts by means of Instagram. It shows that individuals need no actual distance and their way of behaving towards actual distance is changed in which some of them need a long-lasting change. There are many individuals who see floods in a gathering action. Be that as it may, large numbers of them are anxious to set together again up to get continue a feeling of business as usual.

Recommendations: It is proposed to the Tesco that they need to zero in on giving the concentrated space so that organization will actually want to share the normal reason. It is extremely useful for permitting individuals to contribute and share group or individual stories. It will truly supportive for empowering the representatives with the goal that they can keep a feeling of local area. Found zoom and video conferencing are additionally extremely powerful to

make the group together who are telecommuting. It will help in making a group without actual appearance and furthermore ready to keep the social separation.

So these are the significant way of behaving and disposition which created after Coronavirus as it changes the mentality. The above suggestions are exceptionally useful to fitting the moves which happened because of pandemic.

## PART 2

### Reflective journal

| Week | Topic                                                                             | Journal entries                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|------|-----------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | <b><i>Workplace and change, management theories, logic or reasoning, etc.</i></b> | In this week, I found out about the working environment and change and have a conversation about various sorts of administration hypotheses. I found that working environment changes can be caused due to changes in convictions, mentalities, values and feelings of the association (Rios and et.al., 2020). Prior to going to the week's talk I had barely any familiarity with the various sorts of administration hypotheses, job of convictions and values however from that point onward, I discover that working environment change has a relationship with the qualities and convictions of the organization. Moreover, I additionally got to be aware of the board hypotheses like regulatory speculations, absolutist hypothesis and I viewed that as on the off chance that your associations are carried out in a compelling manner, they can build the efficiency as well as the help nature of the organization. I felt that the single administration hypothesis is applied in the association by supervisors in all circumstances however subsequent to going to this talk I go to realize that chiefs utilize a mix of speculations as per the reason for the working environment so they will actually want to |

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|   |                                                                                         | deal with the representatives with more viability. There was a conversation of the executive's speculations including human relations, logical administration, regulatory administration, framework hypothesis and possibility hypothesis. Finally, I found out about rationale which is worried about the standards of right thinking. I got to realize that rationale comprises of two kinds which incorporate inductive and logical.                                                                                                                                                                                                                                                                                                                                        |
| 2 | <b><i>Beliefs, attitudes and behaviour with the discussion of critical thinking</i></b> | I found out about the essential meaning of values, convictions, mentalities and feelings. In week 2 the educator had a book and furthermore show a PowerPoint show. In the show, I go to figure out the essential significance of convictions, mentalities and feelings. I discovered that convictions are inside sentiments which is a genuine thing. I likewise discovered that conduct is a way communicated by an individual with the utilization of words and conduct. I saw this thing in my own case too. Moreover, it additionally examined decisive reasoning and its significance of them. I truly felt that decisive reasoning isn't as needed however in the wake of going to the talk I understand that decisive reasoning expects in every single phase of life. |
| 3 | <b><i>Critical thinking</i></b>                                                         | The week third I found that it was very important because after discussing the short brief on management theories I will be able to learn about each theory in detail. There was a recap of critical thinking in which I found that it is a set of intellectual skills which make it easier to solve problems and make communication clear (Sapan and et.al., 2020). I also identified that good critical thinking is very important to develop and it becomes valuable because it will help to join the worldwide for truth. I found good critical thinkers are rational and they are open-minded, empathetic and fair. I found that critical thinking is not only useful in my personal I have but is also very useful in my work life as it helps to overcome big           |

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|   |                                                  | <p>problems. After this discussion, the teacher turns to a page on the human relation approach where he discusses the theory of critical thinking studies. I found that due to the elimination studies and critical thinking effect, there was an influence transition from the classical approach to the human relation approach. I found that the human relation approach works on some important factors which include job satisfaction, productivity and satisfaction for higher order needs.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 4 | <b><i>Changing business environment</i></b>      | <p>In this week, I discovered that there is a non-stop fast change found in the business climate and that is the reason it becomes fundamental for individuals to foster their abilities to get ready for tackling issues and settle on better choices. I got to realize that the changing business climate incorporates numerous perspectives like Mechanical advances, globalization, data blast, increment guideline, developing types of business and more mind boggling business exercises. These are the significant purposes behind changing the business climate. This week there is likewise a conversation on imaginative reasoning which is viewed as a course of dynamic age of ground-breaking thoughts. In this report, imaginative reasoning requires specific stages which help to take care of the issue and go with better choices. It additionally talks about that logical hypothesis of the board and the historical backdrop of that hypothesis.</p> |
| 5 | <b><i>Tools to improve critical thinking</i></b> | <p>In this week I have found out about different apparatuses utilized by the business firm to further develop the decisive reasoning cycle. In this week our speaker gives us information about De Bono's 6 thinking Hats model. By finding out about this model I have broken down that each shade of cap addresses various perspectives which is vital for an individual or an association to make progress in future. I have discovered that the white cap principally focusses on the</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

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|   |                                                            | <p>information accessible, holes in information and past patterns (Rutter and Brown, 2019). The red hat focus on examination the issue by utilizing instincts, the dark hat focus on bad places of an independent direction. I have likewise discovered that the yellow hat focus on certain effects of direction, the green hat focus on imagination and development and the blue hat focus on controlling the cycle. By utilizing this model I can undoubtedly foster my decisive reasoning ability in a viable and productive way.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 6 | <p><b><i>Critical thinking and decision making</i></b></p> | <p>This week examines decisive reasoning and critical thinking which is significant for an individual life as well as significant for proficient life. I got to be familiar with that why educators are less interest in on showing decisive reasoning in the business as it gives abilities to enable, use sound judgment, serve a vote based system, and so forth. Likewise, we are additionally credit about the difficulties and hindrances which incorporate absence of certainty, failure to think, unbending nature, and so forth. I observed that this talk was vital for my future since it gives me how to fundamentally think. It will extremely be accommodating for taking care of my future issues which have previously been examined. I found out about the cycle which is expected for good decisive reasoning. It incorporates a significant stop like translation, examination, assessment, induction, clarification and self-guideline. Right off the bat an individual really should communicate the circumstances in an extensive manner and after that distinguish the genuine and planned inferential connections. The subsequent investigation steps incorporate inspecting thoughts and examining the contentions. In the third step, we are zeroing in on assessing for evaluating the validity of articulations. In the fourth step for example derivation, we won't have to distinguish and get the components which are vital for making sensible determinations and for that reason we want to</p> |

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|   |                                                  | analyse questioning proof. The initial step of decisive reasoning is vital as it remembers a clarification for which I really want to make sense of every single snippet of data and present it in a rational and apt manner. The last one is self-guideline which incorporates self-adjustment and assessment.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 7 | <b><i>System theory</i></b>                      | In this week, I got to be familiar with another hypothesis of the board which was a framework hypothesis. It was the hypothesis which was created by the researcher (Shaw and et.al., 2020). As per the hypothesis it is found that we as a whole work inside various frameworks which incorporates utilitarian, social, data and primary. I found out about a framework which is a bunch of items that can connect with the particular objective accomplishment. Aide speculations can give a way to deal with the association so they can see it as a life form comprised of numerous subsystems. It is fundamental for an association to ensure that it ought to be cooperated as one so that organization will actually want to accomplish its objectives and targets in a viable manner. This story accepts that Collaboration is extremely fundamental and furthermore observed that there is a reliance between subsystems. What's more, the report I additionally got to be aware of the kinds of frameworks which incorporate open and shut frameworks. I additionally made an activity for trying hypothesis. Notwithstanding this hypothesis, the educator likewise examines possibility the executives hypothesis and thinking abilities. |
| 8 | <b><i>Managing innovation and creativity</i></b> | It is critical to see every single individual since when I went to this talk week I got to be familiar with that what a changing business climate gives a mean to on hierarchical execution and that is the reason it becomes vital for the organization to make the right stride. In this talk feeble the educator examined overseeing advancement and imagination. Development is vital and it is the critical                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

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|   |                                       | <p>component of achievement yet it becomes important for the directors and workers of an association to zero in on the administration of advancement and imagination in powerful ways. This is the explanation that they need to zero in on framework assortment of all driving forces which might prompt advancement. To oversee innovativeness and development, an association require great collaboration and the imagination of representatives. I found that it likewise required the enterprise of outside sends out which I truly have close to zero familiarity with that. To oversee development and innovativeness, an organization must evaluate the capability of advancement which incorporates promoting, procedure and arranging, Innovation process, HR, coordinated operations and quality administration.</p>                                                                                                                                                                                                                                                                                                                                                 |
| 9 | <b><i>Sustainable development</i></b> | <p>In the last talk, I found out about Practical improvement which is vital for an organization and this is the fundamental explanation that supervisors are expected to screen and assess every single action. This will assist with guaranteeing item quality and worker responsiveness and economical turn of events. Subsequent to understanding the supportable improvement work now it is vital to deal with the change and for that reason, the educator examined the administration of progress and practical advancement which remembers the significant models for hypotheses that assists them with doing this. Likewise, the instructor additionally examined practical improvement as it is significant for the executives since it gives profound information about the considerations and conduct of all maintainability (Tang and et.al., 2020). It is the abbreviation for mindfulness, want, information, capacity and support. I observed that it is a significant apparatus or model for figuring out how, why and when to utilize different change the executive's models. I recognize that it is the five structure blocks of fruitful change. In the</p> |

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|  |  | <p>initial step, an association genuinely should know the idea of progress and why it is essential to work out and what will be the gamble of not evolving. From that point forward, it is critical to work on private inspiration as well as hierarchical drivers so they will actually want to help the change. The information is expected for understanding how an organization will change. Capacity is important to execute the new abilities so the change becomes fruitful and ready to eliminate every one of the obstructions. I found a support is the last step and a person all together should support the change. I discovered that this model isn't just valuable and association yet it is extremely useful for my future bass changes exceptionally steady and that is the reason it is distinct that we will require manageable turn of events.</p> |
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## **CONCLUSION**

It has been concluded from this study that, workplace development is very important for the business firm in order to achieve the high level of success in competitive market. By developing the workplace environment an organisation can easily provide satisfaction to its employees in an effective manner. Business firms focus on using various strategies so that they can easily develop their workplace and hire new and effective employees in the business firm. By using critical thinking an organisation can easily develop various strategies through which they can easily adopt various changes required for the business firm in order to overcome the different issues faced by the business firm. By using different management theories an organisation can easily analyse various methods they required to use in order to develop or change the beliefs, attitudes and value system of the organisation. Business firm should focus on applying various theories of management in the workplace in order to develop the solutions to tackle the various challenges in order to create more resiliency in the future.

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