

DEVELOPING WORKPLACE CRITICAL THINKING

By Daniel Genev

Student ID :2030037

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Lecturer's name: Faizu Edu

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EXECUTIVE SUMMARY

This paper is made of two parts. In the first part I will write about 'Stanford Hotel' which is a place where I have worked before. I am going to describe how organizational beliefs, attitudes and value systems affect their workplace behavior, which management theories apply and how they have been implemented. Also, how their hotel handled the Covid'19 pandemic with the following changes trying to create their business more resistant.

In the second part I will write a reflective journal.

PART 1- REPORT INTRODUCTION

The action of critical thinking primarily requires more than just the capacity for logic analysis. The methods of critical thinking are done by challenging various presumptions and undermining the general norm. It aids in obtaining information, doing in-depth analyses of various tasks, and exercising critical thought in accordance with protocol. To identify the most suitable solutions for the rational reflection that guides the employees and progresses on a different level, it is necessary to make acceptable assumptions and analyze in new ways. Bell (2010) defined critical thinking as the mental processes and psychological behaviors that aid in problem-solving, truth-finding, and interpersonal communication. (Pryor, 2008). Employers in the company seek out candidates that are always willing to put in extra effort, communicate, or think creatively while working in teams and utilizing the most up-to-date technologies.

INTRODUCTION OF 'STANFORD HOTEL'

Wales is home to the historic coaching inn known as the Stanford Hotel where I have worked before. Standing in front of a Cistercian abbey that forms a part of Conwy's walled town, a UNESCO World Heritage Site, this motel is quite well-liked in Wales and is mostly intended for private lodging. With 29 beds, this intriguing hotel earned a 4-star rating and gives guests a "boutique" experience. Recently, they included the therapeutic hand treatment, which is causing a craze among some of the patrons. The hotel is well-known among its patrons for the calibre of its meals and services. The finest resources are used to provide a variety of foods and services that are distributed between plates of the customer. The restaurant wants to make everything in life pleasant and unhurried. The senior management also employs a variety of

tactics to cut down on sexual misconduct. A wide selection of hand-pulled beers is served in numerous bottles during the course of the excellent environment that begins in the day.

Mission

The Stanford Hotel's goal is to offer the client a sincere service that fosters a welcoming atmosphere. Having a big number of committed staff who provide good service. Services offered with an emphasis on history and vintage atmosphere contribute to sustainability. Also, it aims to develop the employees critical thinking skills and competency level in order to take on the best challenges and keep their attention on the present.

Vision

Appropriate customer service and affordable amenities for the patrons facilitate activities that accomplish everything without sacrificing quality. Maximizing all efforts in this regard depends on placing a high priority on customer happiness and the overall operation of the visitors. Equal opportunity measurements are given to all personnel in order to raise the calibre of the services.

Values

The Stanford Hotel adheres to a unique organisational culture that aids in offering the greatest service to customers and a suitable workplace environment. The Stanford Hotel places a premium on giving its patrons the greatest customer care and meals possible in order to promote sustainability. Through not compromising on total service, it assists them (Brant, 2010). The creation of legislation and regulations for the system is based on the proper application of

governmental regulations. All significant decisions are made by upper authorities, which is adopted by every personnel and helps to establish a common code of ethics for everyone.

IMPACT OF BELIEFS, ATTITUDES, AND VALUES IN THE WORKPLACE

Significance Of Beliefs

Any culture within an organization has the power to sabotage its business operations. A productive work environment encourages greater contributions to the organization. The critical element of the company influences both the reputation of the company as a whole and its workers. 'Stanford Hotel' consistently aims to improve employee satisfaction by encouraging them to suggest fresh concepts that advance the business. Happy workers always attempt to change something. Beliefs are a religious or philosophical convictions of a person. An individual can be distinguished from others by their essential principles. Beliefs can influence whether a group of individuals are in a favorable or undesirable mindset. 'Stanford Hotel' took full use of the idea of creating a unique component and great workplace. For the hotel beliefs cause optimism, which lowers workplace conflict and overconfidence levels. Some of their critical components of beliefs are listed below:

Growth Management and Aspirations

Collaboration and setting individual goals are crucial for business development. They assist with achieving individual development goals and improving the organization. Employee personal growth spending contributes to higher success rates. 'Stanford Hotel' arranges its staff into teams that enable them to comprehend their individual goals and fulfil them in accordance with their goals. This also enables them to build skill margins and refine them appropriately.

Communication

Communication must be established for employees to be successful in making job activities productive, according to studies. Everyone benefits from both official and informal communication channels and can identify the precise actions when they are finished.

Good communication is being established in 'Stanford Hotel'. The whole staff normally have two meetings a week discussing the issues and what can be improved.

Mindset Of Creative Thinking

It is essential to come up with anything original if staff are at ease. Working with freedom and enabling staff to express their imagination encourages the development of fresh viewpoints, ideas, and opinions that either help to convey one's own ideas or inspire others to think beyond the box. These are beneficial in developing better goods or services to the advantage of organization (McAdam, 1999).

Significance Of Attitudes

The expression of individuals to others is what constitutes their attitude. It is necessary to critically examine every scenario for their staff to be joyful, positive, and optimistic. The everyday tasks are more clearly expressed when the entire outlook is monitored closely which is exactly what 'Stanford Hotel' does. In the business, both good and negative attitudes are present. Positive attitudes make it easier to handle any stressful scenario. Every employee in the business who interacts with clients or the business owner is impacted by the mindset at work. The attitude also affects how the current workplace culture develops, which affects team building, staff morale, efficiency and productivity.

Effects Of a Positive Attitude

- [Produces A Positive Atmosphere](#)

It is very important that the hotel staff is staying positive all the time. Its reputation is well known for this, and they don't want to change it at any point. Their employee can perform well in an environment that fosters mutual understanding. With positive atmosphere they have gone through the Covid'19 pandemic and past it. That made the whole adaptation much easier, and they believe that no matter what they must experience in future they will have to stay always positive.

Effects Of a Bad Attitude

- [Lack Of Trust](#)

Negative organizational attitudes breed mistrust among employees, which hinders their ability to succeed. Employee mistrust is a natural result of decreased motivation and communication within the company.

- [Higher Staff Anxiety and Lack of Management](#)

As worker anxiety levels rise, leadership work performance also rises. Lack of interpersonal ties among the staff members causes them to experience high levels of stress, which has an effect on management efficiency as a whole.

[Significance Of Value](#)

The attitude of trust, kindness, and respect within a team was cultivated as a result of the collaborative projects that were made possible by the team's values. To combat varied

personalities within in the team and foster a sense of teamwork, core professional principles are helpful (Geare, 2009). 'Stanford Hotel' has a set of core principles that have been exactly aligned with what is needed. Meeting the project timelines and delivering them on schedule is made easier by understanding the fundamental values. To accomplish the main goal, the hotel staff must comprehend one another and take the proper actions that promote understanding among all parties. The significance of values with in workforce is outlined below:

To Be Responsible

Values assist in becoming responsible, which aids in carrying out various responsibilities in an appropriate manner. Their staff meets up with hundreds of customers every day and they have been trained twice a year how to stay responsible of all times under different circumstances.

Making A Huge Difference

Assessing the fundamental values is necessary for making a distinction in the organization. To determine what ought to be done and what should not do, fundamental values are useful. Everyone is inclined to work harder and take the necessary steps in accordance with the objectives of the company.

MANAGEMENT THEORIES

Maslow's Hierarchy of Needs

Maslow's hierarchy of needs is a theory by Abraham Maslow, which puts forward that people are motivated by five basic categories of needs: physiological, safety, love, esteem, and self-actualization.

Theory X and Y

Theory X explains the importance of heightened supervision, external rewards, and penalties, while Theory Y highlights the motivating role of job satisfaction and encourages workers to approach tasks without direct supervision.

APPLYING Maslow's MODEL

With the following figure 1 I explain below it how Maslow's model is being implemented in 'Stanford Hotel'.



figure 1

Physiological

This mostly satisfies the fundamental requirements of workers and offers a good variety of pay and performance-based bonuses. Providing this enables the staff to fulfil their needs appropriately.

Workplace Safety

Security of employment, workplace safety, and general dedication all contribute to increased sense of confidence of company's workers. Every employee needs a pleasant workplace that enables them to carry out their duties with the right amount of certainty.

Belongings

This assures that all personnel are in need and assists in completing several jobs in accordance with the specifications. Effective employee assessment and completion of the requirements can improve worker performance.

Esteem

Interpersonal requirements are fulfilled when employees work properly and with respect for one another's cultures and beliefs. To take better care of everyone, the staff should work together effectively.

Self-Actualization

This is the concluding stage, where workers must acknowledge their entire contribution and take appropriate accountability in accordance with their abilities.

APPLYING THEORY X AND Y

The Stanford Hotel motivate and occasionally monitor its staff members to help them uphold their level of expectations. The self-precaution and general intricacy of this stage aid the workers in meeting their financial requirements and receiving rewards. In accordance with the principle that enhances staff productivity, the company employs a variety of monetary and non-monetary awards. 'Stanford Hotel' only use the award suggestion from Theory X and Y. They believe that their employees will produce better performance because they will be awarader that way with financial bonuses for an instance which is something that most people need nowadays due to the big inflation and difficulties they have. But also giving their employees freedom and time to manage their job without constant supervision is also important part of Theory Y that they use. In anyway, for further future they could lay fully on Theory Y because when you are dealing with many customers every day you shouldn't feel observed all the time and pressed, and this could lead to a bad behavior in front of clients. This is what is being shown with the following figure 2:

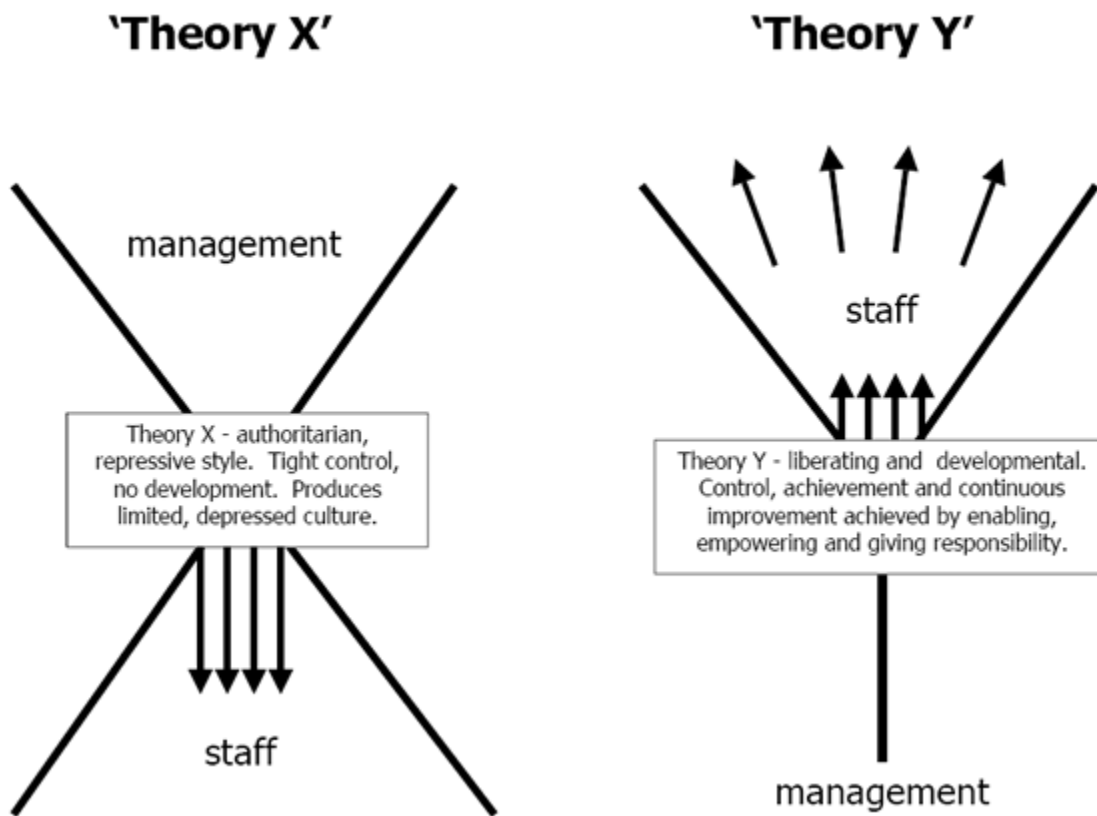


figure 2

RECOMMENDATIONS

Finding different abilities and using them in different ways that may be used to business strategy is made easier with the aid of critical thinking (McLeod, 2007). The strategic choice can be made quickly by assessing critical thinking and practices. The main consideration for creating excellent business plans is independent thought. The Stanford Hotel must follow the advice listed below to foster analytical reasoning:

Sexual Misbehavior

The senior executives adopt various strategies to teach the workforce and lay the most emphasis on the working environment. Sexual misbehavior that could affect a level of performance of company staff as well as other misbehavior that is connected to the ability of an employee to function as a team now have to receive more attention.

Performance Evaluation

Evaluating employee productivity is necessary in order to accept adjustments and ensure that progress is carried out in accordance with the needs. It is beneficial to meet employee needs and assess their achievements in order to offer the necessary advancement or specialized tasks.

Optimal Inspiration and Motivation

Adequate motivation refers to the fundamental requirements of workers that encourage critical thought. In order to ensure the motivational process, leaders and executives must always assure this practice and provide them with the appropriate guidance (Longenecker, 2001). Providing the drive and motivation helps the workers maintain their focus on task and complete their assignments effectively.

Management Of the Team

A focus on collaborating with others improves communication and expedites the completion of various duties. Working as a team promotes analytical reasoning and goes beyond simply meeting deadlines and fostering effective departmental collaboration.

CONCLUSION

The approach of the company, called critical analysis aids employees in learning the finest practices that will enable them to operate effectively. Positive activities of all kinds are useful in getting the workers to behave properly. By challenging multiple assumptions and undercutting the accepted norm, critical thinking and just doing are accomplished. It facilitates information gathering, thorough task analysis, and critical thinking that adheres to protocol. It is essential to develop reasonable assumptions and conduct fresh analyses in order to determine the best answers for the logical reflection that directs the workers and advances on a different level. Effective incentive techniques are needed by managers and leaders to enable staff to complete daily operations (Porter, 2001). Significant cultural administration and practices are beneficial for keeping the situation under control and for accurately evaluating the climate needed for the functioning of their business. 'Stanford Hotel' must adhere to the various suggestions made in this study to improve operating methods of managing clients effectively.

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PART B- REFLECTIVE JOURNAL

INTRODUCTION

This paper is concentrated on my learning from the lessons of developing workplace critical thinking module. At the beginning I wasn't sure if I know the right meaning of the topic and the importance that it has on business. But then once the lectures began and once, I started

reading I found out that when we use critical thinking, we assess the results of our reasoning, including how well a choice is made or how effectively a problem needs to be resolved. I slowly realized that finding personal objectives is made easier with the aid of critical thinking, which also offers the abilities of personal accountability, problem-solving, restraint, receptivity to various perspectives and solutions, communication, listening skills, and the ability to make connections. The main aim of this essay is to reflect my learning from this module, what have I learned in previous 9 weeks about developing critical thinking in workplace.

DEVELOPMENT OF REFLECTION

They are numerous definitions of critical thinking. Students will improve their creative, self-evaluative, and interpersonal competencies because of developing their critical thinking abilities, which will aid them in creating their individual learning paths for continuous learning. Critical reflection is proactive, interactive, innovative, and reflective intelligence from a pedagogical point of view (Brunt, 2005).

Before I started thinking of how I will develop my critical thinking after this course I had to figure out what I already know and what else I still need to learn. I had to define my learning objectives and I had to listen carefully to be able to achieve them. That is why as always, the communication between teacher and us was important. Our teacher grabbed my attention from day one explaining to us how important critical thinking is not only in business but in personal life as well. It made me realize how often I have been using my critical thinking without realizing the meaning of understanding it and applying it in the right way. Being in this class and listening carefully not only gives me more knowledge but the practical exercises that took place in class also managed to help me to apply everything that I have learnt into my coursework.

The aim that our sessions had were to discuss the management theories, the meaning of beliefs, values, and attitudes at the workplace. Also, how skills people can develop to better

prepare themselves for problem solving and decision making in the rapidly changing business environment, how people can learn to think creatively and critically and how this could make better business decisions etc.

This document will explain what I have learnt is the difference between, beliefs, attitudes, and values. It will show in depth critical assessment to evaluate how someone with different beliefs, attitudes and values might interpret the theory differently.

The difference between beliefs, attitudes, and values.

Beliefs are the assumptions we make about ourselves, about others in the world and about how we expect things to be. Beliefs are about how we think things really are, and a firmly held opinion. A belief is an internal feeling that something is true, even though that belief may be unproven or irrational. I believe that crossing a black cat brings bad luck, or I believe that there is life after death. Beliefs tend to be deep set and our values stem from our beliefs.

Values are about how we have learnt to think things ought to be or people ought to behave, especially in terms of qualities such as honesty, integrity, and openness which when people are asked what their values tend to be the main values. Generally speaking, values are much more stable (and difficult to influence) than beliefs and attitudes. Values usually stem from the way we have been raised and guided by our peers.

Attitudes are the established ways of responding to people and situations that we have learned, based on the beliefs, values, and assumptions we hold. How we respond to situation and our behavior can reflect our attitude. However, we can control our behavior in the way that does not reflect our beliefs and values. Which to embrace a diverse culture and behaviors as a successful manager we must adapt our behavior in a positive manner. Attitudes will differ depending on the situation, mood and who we are responding to.

As part of our task for the assignment we had to choose an organization in which we have previously worked and answer the question: How do organizational beliefs, attitudes and value systems affect the workplace behavior and we also had to apply the management theories. Fortunately for me I had worked before in a place called 'Stanford Hotel' which was the perfect organization for me to identify. And although I couldn't apply critical analysis back then, now I can do it because of the teaching material and the way that it was passed to us. All I had to do is go back trying to remember everything that I know about the hotel and try to apply step by step everything that I have learnt in the next few lectures.

The main takeaway from first few weeks in class was learning about significance of critical thinking, also the management theories that apply in organizations. We discussed what are beliefs, values and attitudes and having already chosen the organization I was going to write about for my assignment I could start my work by analyzing it.

The place where I have worked previously called 'Stanford Hotel' was a very good example of how all the mentioned above were implemented within the organization. According to the teaching material, the decisions, or choices we made in an organization should be relative to communication, information, task completion, making strategy, and finishing tasks in the working environment. These skills are essential for 'Stanford Hotel' as their HR department usually look for these skills in new recruits. Developing these skills is essential as their managers have made critical thinking a mandate during the recruitment process within the company. But then I asked myself how good critical thinker should think like, and I found the answer to this question by reading the appropriate material;

Critical thinkers often consider the origins of their material. This would be done by looking at the sources of one's knowledge. For example, if the data was gleaned through an advertisement, it is essential to recognize that perhaps the advertisement is a marketing ploy intended to sell

things, that aids in assessing the data's potential to be biased. This also implies that a person always shares the information they acquire with others with the intention of sharing information (McPeck, 2016).

In the next few weeks, I gathered more information from my lecturer. The dialogue in class, as I mentioned was very good. I was able to gain the information given to us under the form of theories or practical exercises. A critical thinking was established between us immediately especially in some classes when we watched videos, and we would discuss for very long showing our ability to apply the understanding of the topic and our skills development that is taking place.

As an element of students' growth and learning, reflection is a prediction method for self-improvement and self-changing (Behar-Horenstein, 2011).

For me it was crucial to understand all the management theories that go into business as well as critical thinking generally itself. How Theory X and Y work, or Maslow's Hierarchy of Needs or what is bureaucratic management. Also, how they have been implemented into my chosen company

The knowledge I gained from the further classes helped me understand how competitive the economic outlook is right now. This is defined by scarce natural resources that have become accustomed to the increasing world population. For all these purposes, there is currently rivalry for the assets that are accessible. As a result of this rivalry, resources have been overused, which accounts for their declining availability. The difficulty has gotten even worse, having even more detrimental effects on enterprises. Therefore, the Stanford hotel had also made a commitment to hiring individuals who are capable of being accountable and reasonable enough to survive off the planet's finite natural resources. International bodies and governments had already created sustainable strategies as a result, and the firm's operational section enforces them. The concept of sustainability encompasses both the preservation of natural resources and other dimensions, including cultural, financial, and sociocultural factors. Therefore, it is

necessary for contemporary workplaces to reevaluate the rationale of their personnel as promoted by critical analysis. This is due to the requirements of the current corporate environment, which is characterized by many other elements such as economic uncertainty and globalization. The mechanics of critical analysis are extremely significant in the contemporary workplace, as was taught in this lesson. (Suter, 2011)

After the next few lessons, I've learnt more about the systems thinking model as related to critical thinking and decision making. I discovered through the teaching materials that perhaps the systems approach postulates that labor is done both within and between the various systems. Several of these components include the structural and operational structures that make up the Stanford Hotel, in addition to interpersonal and informational systems. The business must use this approach to achieve optimum resolve, which is essential. Whenever this idea is implemented, critical reflection is equally crucial from a practical standpoint. The decision-making procedure inside businesses is influenced by factors including leadership style and the organization's environment. 'Stanford Hotel' made decisions in a variety of ways. All of this, therefore, is dependent on a person's capacity for critical thought. It has additionally considered the idea of efficient decision as a way to predict potential results and then choose the optimal course of action (McPeck, 2016).

In last few lessons, we summarized the critical thinking process and learned about system theory and exercise how to put theory into practice. The main goal of system theory is to discover a system's dynamics, constraints, conditions and explaining principles. Systems theory does have its origins in mechanical and has since been applied to family counselling and social sciences. Von Bertalanffy established the general systems approach in 1950. A network in the social sciences might be an entity like a household, institution, group of people, community, or organization. Similar to a machine, the guiding idea seems to be that "the whole is more than the sum of its components. Systems are intricate and made up of numerous smaller systems that interact and have an impact on one another. The larger systems that now the child is a part of are not taken into account when examining subcomponents in isolation, for instance, a youngster's behavior on the playground (Khalili, 2016).

CRITICAL ASSESEMENT FOR SOMEONE WITH DIFFERENT BELIEFS, ATTUTUDES AND VALUES

The belief, values, and attitudes on other will be different to those I have and in turn. They will interpret the Maslow's hierarchy theory differently for example, the first stage could be seen as a reason to be grumpy with everyone at work because they didn't get a cuddle at home before they left for work.

The second stage of the theory is the safety needs, the beliefs, values and attitudes can vary massively, it can be age, experience related for example some people's attitude would be that it is not necessarily important as their attitude is like: ' I have been doing this job for ten years and never had an accident, now they are trying to tell me how I should do my job'.

The third stage belonginess and loved the employee beliefs may be that they only came to work to earn money, they could interpret this stage as being a way to try softening them up or even as a way for people to find out their privacy etc. This would signify an attitude of distain (what's got to do with them)

The fourth stage of this theory, the Esteem, with somebody who has different to mine culture and beliefs, may impact by interpreting it as the way for progression within a company is Who you know, now what you know or how you do.

The final stage of this theory, the self-actualization, somebody with different beliefs, values, and attitudes to mine my impact to this theory as a load of nonsense. They may have the attitude that they already know everything so they can't grow anymore, and this would make one of the most important stages in Maslow's hierarchy theory irrelevant to a person with such principles.

CONCLUSION

This reflective journal examined critical thinking being the most crucial skills and experience in the modern world as well as the numerous advantages it offers for organizational development, such as communicating effectively, strong decision-making, significant decisions, and problem-solving. It also leads to enhanced leadership by establishing crucial skills like self-reflection, compassion, and inventiveness for a brighter future and an effective one. In order to properly comprehend the procedure and act appropriately, this study also carefully examined the numerous phases of learning to think critically.

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