

EMERGENT LEADERSHIP IN THE WORKPLACE

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Task 1: Individual Report

1.1 Overview of the Organisation and Justification

John Good Shipping is a medium-sized freight forwarder and shipping agency offering arrangements of air freight services along with other modes of transportation of goods. The organization was founded in 1833 and currently works with more than 250 employees across Liverpool, Manchester, London, and some other international locations. The logistics business environment is one of the most dynamic and diverse areas of industrial practices which involves the active use of various kinds of information as well as quick response from the organization. The organization uses the achievement of key performance indicators as financial targets which involve targeting various geographic areas, consolidations, value-added services, air freight, and supply chain logistics. Currently, the organization is facing severe challenges and obstacles in terms of fluctuating freight rates, extensive competition, sustainable approaches, and various other aspects of market changes. It is important to justify various organizational practices and operations to bring stable business performance and effective changes in problem-resolving and decision-making practices. The organization is currently focusing on effective Business expansion in different countries across Southeast Asia and the Indian subcontinent including Bangladesh, Cambodia, and Vietnam. Expanding business along with bringing stability in a logistic business environment with a comprehensive focus on the compatibility of various resources required good leadership practices. Effective leadership and associated management practices can be considered a key method of sustaining business practices and operations to manage risk factors and challenges (Lee, 2021).

The organization provides a diversified service to consumers and currently operates from 15 sites in the UK. It is important to understand good leadership practices and the efficiency of leadership practice is upon business performance and efficiency of the company. In the current study, the objective is to discuss effective leadership practices that can benefit the organization with compatible business practices and Management approaches. In current business dynamics, considering John Good Shipping would help an individual to identify the efficiency and appropriateness of good leadership practices with adequate knowledge about their strengths and limitations. Encouraging positive leadership practices in business organizations promotes numerous benefits and corresponding changes in organizational culture with an active environment of better motivation, engagement, and individual achievement. Good leadership practices in business organizations also facilitate effective changes in individual perception and resource allocation by which team leaders can effectively align individual goals and objectives with the needs of the company (Northouse, 2021). Elaborating on various aspects of the organizational operation of a medium-sized company can also help an individual justify the appropriateness of strategic decisions and involvement in different respects where most of the market competition and challenges are very minimal

for larger and established companies. Hence, it is a convenient approach to use John Good Shipping to elaborate on various leadership aspects and their involvement in influencing business performance and establishment of the company in the current business scenario.

1.2 Key Leadership Theories

Standard leadership theories and models accommodate some of the important aspects of business organization and management practices which encourages employees and leaders to manage changes as well as requirements more conveniently. Some of the popular and effective leadership theories and models include (Benmira and Agboola,2021),

14 principles of management:

Henry Fayol describes 14 principles of management that effectively help leaders as well as other professional boards of the organization to encourage effective leadership and management practices. The principles mentioned in the theory include,

- **Division of work:** For better productivity and effective management, leaders need to divide individual activities and roles into different tasks.
- **Authority:** Team leaders must maintain individual credibility and necessary authority for emphasizing their instructions and execution of different directions provided by the leader through the employees.
- **Discipline:** To develop mutual respect and an effective organizational culture, team leaders must sustain disciplined employees for better productivity and management of organizational policies and procedures.
- **Unity of command:** This principle mentions the importance of maintaining a clear chain of command in the company to avoid confusion, conflict, and instability.
- **Unity of direction:** Alignment of individual goals with Team performance and objectives are important aspects for effective management of good leadership practices in the organization.
- **Collective interest over individual interest:** Teams should focus on developing principles of team objectives and achievements rather than focusing on individual interests and preferences.
- **Remuneration:** Maintaining equality in pay scale based on individual preferences and participation in different activities along with regarding superior performance is a convenient approach for better engagement and motivation.
- **Centralization:** Maintaining centralization of power with a top-to-bottom approach for management encourages good stability and management of the teams in various critical scenarios.
- **Scalars chain:** Maintaining a clear chain of communication with engaged uses of different technical devices and organizational hierarchy improves the distribution of Information.

- **Order:** Orderly placement of resources and effective distribution improve the compatibility and efficiency of resource utility in different working scenarios.
- **Equity:** team leaders should maintain kindness and justice in terms of managing and providing opportunity to every individual in the team.
- **Stability of tenure of personnel:** The management should focus on lowering employee turnover and focusing on individual efficiency development with the help of effective organizational culture and efficient changes in business policy.
- **Initiative:** Encouraging employees for individual initiative and maintaining creativity in various tasks improve compatibility and performance of the employees in different team activities.
- **Team spirit:** Corporation, creating unity and encouraging good morale with Team spirit is more important for a productive and efficient working environment.

Democratic leadership style: The democratic leadership style encourages individual participation of team members and various employees in problem-solving and decision-making practices. The theory considers employees as a source of different perceptions in problem-solving and management activities by which leaders can gain comprehensive information and a diverse perspective on problem-solving practices (Gardner et al., 2021).

Transformational leadership style: The transformational leadership style is a convenient model that encourages, motivates, and inspires employees to accommodate various activities that subsequently establish a change. Leaders are responsible for initiating the change with the help of various resources as well as active management of individual participation and motivation to promote their efficiency and credibility.

Autocratic leadership style: The autocratic leadership style is more concerned with the choices and directions of the leaders where preferences and participation of employees in different decision-making or problem-solving processes are neglected. It focuses on the skills and abilities of the leaders for managing various circumstances which are effective in maintaining stability and reducing conflict within the employees (Lord et al., 2020).

1.3 Application of Key Leadership Theories

John Good Shipping is currently facing several obstacles in terms of sustaining a good business practice and empowering the organizational infrastructure with effective market revenue. Fluctuations in external market environments including financial instability major factors that determine the organizational approaches and credibility. The theories mentioned herein accommodate key guidance and support in different working scenarios and circumstances. To bring better changes in the organization and sustain different issues, John Good Shipping requires appropriate uses of leadership practices and encouraging good management practices (Al-maatiah et al., 2021). The 14 principles of management provided comprehensive guidance to the leaders for focusing on different crucial factors that actively influence the performance and motivation of the team members. These attributes not only help

in better team performance but also assist the team members in finding a suitable area of individual participation and engagement. Various reports and analyses established the fact that John Good Shipping is one of the most effective organizational cultures employee turnover ratios is exceptionally low, and employee engagement is also higher. In this current scenario, the application of a democratic leadership style can actively help the business organization to develop a better perception of problem-solving and creative management of the company. Effective leadership style with a comprehensive focus on individual perception in problem-solving can also benefit organizations as well as individual leaders to accommodate higher levels of analysis and understanding of different workplace scenarios (Jamali et al., 2022).

The transformational leadership style is more focused on the development and improvisation of the members with an active focus on their motivation, morale, and inspiration. Team leaders in John Good Shipping can actively focus on the development of skills and efficiency of the team members to encourage their engagement and individual abilities to manage various working scenarios. Appropriate uses of this leadership style are also beneficial in the current working scenario; new employees can be evaluated and positioned based on their interpersonal abilities and skills (Yusuf et al., 2022). This leadership style also promotes the compatibility of individual team members with beneficial use of talent management strategies. The autocratic leadership style is more concerned with stability and maintaining discipline in the team. In several situations, team leaders can implement this method of leadership to bring more widget structure and lower the flexibility to emphasize individual participation. This method is also beneficial for shifting the preferences and considerations of individual team members to participate in different workplace situations which subsequently promotes better exposure and knowledge about diverse working scenarios.

1.4 Different Leadership Approaches and Styles

The United Kingdom is one of the most stable and reliable markets for economic performance and sustaining good business operations. Although with changing market dynamics and various other fluctuations in political aspects, the current market environment of the UK is also facing some critical challenges in terms of economic sustainability and business management in the current business scenario. John Good Shipping is more concerned with effective responsiveness of organizational decisions and sustaining appropriate consumer experience which mostly focuses on the pricing and quality of consumer services (Alblooshi et al., 2021). Managing organizational performance and consumer satisfaction levels involves active changes in current business policies and principles. Leadership practices and skills of individual leaders a vital aspect for the comprehensive development of organizational decision-making practices as well as sustaining good business operations. Moreover, an effective leadership style is also beneficial for current business organizations in terms of creating a stable and sustaining working environment which can also encourage individual

participation of the employees and creative decision-making practices (Fries et al.,2021). Different individual skills and the efficiency of the team leaders also reflect upon the performance of the team members in different working scenarios. As mentioned earlier, different theories and models of leadership also encourage team leaders to be more skilled and experienced in different working scenarios for effective management and guidance. The 14 principle of management is an elaborated theory that discusses various aspects of organizational practices and policies influencing individual engagement and motivation of the employees. This principle is also effective for new leaders as well as experienced leaders for understanding key strengths, weaknesses, and other aspects of individual management practices (Alayoubi et al., 2020).

The democratic leadership style is mostly used by leaders whose organizational culture supports Innovation and creativity. Encouraging the participation of individual team members can delay the process of decision-making but help in various working scenarios where innovation promotes better productivity and efficiency. On the other hand, the autocratic leadership style is completely different from the democratic leadership style which actively focuses on the skills and efficiency of the team leaders and neglects the considerations and perception of employees. It is mostly used for instant decision-making practices and resolving conflicts in the teams by emphasizing the distribution and execution of leaders' orders. Transformational leadership style is more moderate which involves motivation and improvisation of employees' skills for completing different tasks (AlNuaimi et al., 2022).

Considering the individual skills of the employees is an asset for organizations. John Good Shipping can extensively use the individual skills of the leaders to encourage better decision-making and problem-solving capabilities.

- Appropriate knowledge and application of effective communication infrastructure which focuses on clarity and distribution of information.
- A good leader should be skilled in negotiation and critical thinking practices for better management of the working environment.
- Appropriate conflict resolution and problem-solving capabilities also help the leaders to build good relationships and foster cooperation in the current working environment.
- Effective decision-making and an appropriate understanding of data analysis provide comprehensive support to the leaders in terms of decision-making and encourage the motivation of the employees.
- Interpersonal skills such as empathy, adaptability as well as technical skills also promote comprehensive standards of good leadership qualities.

1.5 Current Leadership Strategies within the Chosen Organisation

John Good Shipping is extensively known for its comprehensive support and services provided to the consumers and for managing a good working environment for different employees and teams. The establishment and effective uses of multifaced teams promote better performance

and productivity of the organization. Steve Pullen is the current managing director of Dan Shipping in the current business organization (Bafadal et al., 2020). The leadership style followed by the director is more concerned with individual skills and efficiency of the team leaders as well as team members for better working output. Using a modified version of the transformational leadership style, the current Managing director is more into developing effective team members and their skills for higher productivity and sustainable business practices. The strengths of implementing this leadership approach include effective talent management and a better employee retention ratio. This comprehensive method is also beneficial for encouraging better creativity and innovation in the working environment with comprehensive investment in the development of employees and their individual preferences. Effective establishment of an inclusive working environment through a detailed evaluation of team member's individual goals and achievements as well as preferences also provides a convenient knowledge of skill development and training practices. Team leaders in the organization are also concentrated on the development and efficiency of individual team members through appropriate use of communication channels. Different strategic approaches and a comprehensive environment of HR practices also benefit the leaders in the organization to sustain good management practices and subsequently sustain an effective working environment (Samimi et al., 2022).

Effective changes in the business environment and competitive fluctuations in the shipping industry influence the overall recommendations as well as the needs of the company. Organizations are more concerned with quick responses and effective support systems to encourage the satisfaction of consumers. The team leaders as well as individual team members need to emphasize their productivity and performance. These practices benefit the company to maintain a comprehensive business position in the current market environment with better resilience and flexibility. Appropriate uses of the democratic leadership style are also seen in the organization in different dimensions. Freight shipping and logistic services include a dynamic approach for comprehensive development of the compatibility and efficiency of the business strategies. Use of democratic leadership style actively helps the organization to establish creative organizational cultural innovation MB use of democratic leadership style helps the organization to establish a creative organizational culture where effective problem solving and managing various workplace requirements is conveniently done with the help of innovative and convenient problem-solving approaches (Yeung et al., 2023).

1.6 Recommendations for the Leaders

The outbreak of covid-19 pandemic has had a significant impact on different business organizations and specifically on logistic services. The government of the UK as well as various other countries also imposed different regulatory laws and guidelines to avoid further contamination or spread of the disease. The logistics industry faced a significant threat due to the complete restriction of domestic as well as international transportation services. On the

other hand, the lockdown also introduced several opportunities and business benefits for logistic organizations. The lockdown embraced the emerging strategies of business accommodation through digital marketing strategies where most of the established as well as new companies launched their services in a digital version (Tobon et al., 2021). The logistic organization provided essential services to these business organizations as well as individual consumers for bringing various products to their homes with comprehensive management of Health and safety concerns. Considering the current circumstances of the coordination industry as well as John Good Shipping, it is important to accommodate certain leadership capabilities and qualities.

- Good leadership practices include effective uses of available talent and skills in the team. The team leader should be capable of resolving various gaps and using individual talent to encourage superior performance and productivity. Encouraging individual preferences in different tasks also promotes good engagement and participation of the employees which after bringing better work satisfaction.
- Team leaders can actively use several types of theories and models that promote better application of standard principles and methods of effective management. Leaders in John Good Shipping can extensively use diverse types of theories and models based on current business circumstances as well as relevant data and information (Frémeaux et al., 2022).
- The use of adequate data analysis and feedback methods also promotes better engagement of the team members and good management practices.
- Understanding and analysing different aims as well as data-based decision-making practices in the organization promotes more authority and control over different team activities and resource distribution.
- Good leadership qualities also involve right uses of reward and appraisal as an effective method of improving the motivation and engagement of the employees.
- Understanding the skills and experience of the team members and using their potential with proper positioning in different tasks is a comprehensive method of good leadership practice (DeMatthews et al., 2021).

It is effective for the team leaders to sustain proper knowledge and experience to help them for the establishment of change in different dimensions. Critical changes in the working environment with comprehensive development of dynamic views and feelings also promote good leadership qualities. The study earlier mentioned different qualities and key attributes of leaders that can help the teams for a better productive output. It is important for every individual essential knowledge about various management practices associated with performance and engagement hall the individual team members. In current business organizations, the availability of several types of communication services along with effective organizational culture develops an effective form of leadership (Lee et al., 2020). On the other

hand, problem-solving practices with effective consideration of individual team members can increase the overall decision-making process and create hindrances for the organization to take essential management decisions. Important for the leaders to understand the current circumstances in the business environment along with using corresponding data analysis in standard models for better application of diverse types of resources. Focusing on Sustainable practices and encouraging individual skills and abilities of members and team leaders will help businesses such as John Good Shipping to emphasize better business performance and effective management of different external challenges such as the outbreak of covid-19 pandemic.

Task 2: Individual Reflective Essay

2.1 Introduction

One of the most accepted ways for an individual to create acceptable strategies for their growth based on diverse experiences and events is through self-reflection. The self-reflection technique will be applied in the individual's reflection to consider the experience of leaders. A leader's reflection can be used as a beneficiary tool in helping readers who are enthusiastic and want to gain the abilities that are needed to use a variety of futuristic methods for problem-solving and better workplace management. This self-reflection will critically focus on how the different personal skills and self-management impact the leadership qualities of an individual.

2.2 Discussion

Highlighting my journey toward leadership requires a multifaceted approach to skill development and abilities that can navigate through complex challenges with integrity and resilience. In this individual reflection, I will critically examine my learning and buy skills from the module. Gibbs's reflective cycle is one of the most widely accepted models for analysing the personal ability to fulfil the responsibilities of a leadership role. It is composed of 6 major stages that critically evaluate an individual's strengths, weaknesses, and areas for growth and development. Additionally, an action plan can work as a tool for cultivating my leadership and decision-making school skills through ongoing learning and practical experience (Markkanen et al., 2020).

- **Description**

The leadership module provided a comprehensive framework for understanding the principles and practices that are essential for effective leadership. Through a combination of theoretical knowledge and experiential learning activities, I gained valuable insights into communication skills and the decision-making process. The module critically evaluates the importance of self-awareness and ethical leadership which fosters a positive organizational outcome (Liu et al., 2021).

During my learning process, I was engaged in group discussions, collaborative projects, and various other leadership-stimulating tasks that had put me in real-life scenarios. These experiences have given me the learning opportunities that allowed me to practice leadership skills and team building which are important for better decision-making. For instance, in a group project, I assumed the role of project leader and eased productive discussions to address the key challenges that we might come across and to achieve project aims.

- **Feelings**

Initially, my approach towards the module was a mix of feelings of excitement and fear. Although, I was keen to learn the leadership qualities and want to enhance my leadership capabilities. There were moments when I felt that I was lagging the leadership roles and was bringing a sense of uncertainty in me. Throughout the module, I even experienced moments of self-doubt and frustration particularly when I was put in unfamiliar conditions and

challenges. These challenges have given me opportunities to enhance my qualities and pave my path toward a better leader (Guterresa et al., 2020).

- **Evaluation**

Reflecting on my own experience I can recognize both strengths and areas of improvement in my leadership abilities. One of my strengths is my ability to communicate effectively with other teams and I can make a better working environment. Additionally, I am accustomed to problem-solving and decision-making skills and can often employ a systematic approach to the analysis of issues and identification of solutions (Williams et al., 2020).

However, I also admit the areas of further development like time management and lack of productivity. Additionally, I recognize the importance of inculcating leadership roles and adaptability to face adverse conditions in myself which can navigate through uncertainty and challenging situations.

- **Analysis**

While evaluating my ability to fulfil the responsibilities, I realize the need for ongoing self-reflection and development. Although I have certain strengths like communication and problem-solving skills, I need to enhance my capabilities in time management and productive thinking. By refining my skills further, I can empower team members to better take their responsibilities and contribute to the aims of their goals. Furthermore, improving my time management practices will also enable me to prioritize tasks and keep focus on my aim (Woowode et al 2021).

Additionally, understanding emotional intelligence and its role in leadership effectiveness is important for self-awareness. As it enhances my ability to connect with others and will foster a culture of trust and collaboration within the team members.

- **Conclusion**

In conclusion, this self-reflection has offered valuable insights into my journey toward leadership development. While I have certain strengths, there are areas where I am needed for the further development of better leadership capabilities. By putting myself on learning modules and commitment towards personal good I am confident that I can contribute towards the achievement of my goals and can become an impactful leader. I am committed to facing challenges creatively and cultivating resilience which can fill the responsibilities of a leadership role with full integrity and excellence.

- **Action plan**

Engaging in added leadership opportunities such as voluntary leadership roles can be effective in enhancing my leadership qualities. Through the support of mentors and supervisors, I can name the areas for further improvement and refine my skills. Reflecting regularly on my experiences and decisions using reflective tools like Gibbs's reflective cycle can also enhance my experience and personal growth. Skills like time management and productivity can be further improved by the application of a framework like SWOT Analysis

which will help me to analyse my strengths and weaknesses over time. These overall practices will result in inculcating the required leadership qualities in me (Usher et al., 2021).

2.3 Conclusion

To achieve excellence in leadership qualities this self-reflection will serve as a path towards personal growth and professional development. Moving forward this reflection offers valuable insights into leadership qualities. There is a critical evaluation of the different challenges and opportunities that a leader would come across. Leaders must always focus on the well-being of the team and organization and to keep the integrity of the community. In conclusion, leaders should foster a culture of trust, and collaboration and should inspire others to reach their full potential and drive positive change in them.

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