



SPHERE IT

Leadership and Management Theories

ABSTRACT

"MANAGEMENT IS DOING THINGS RIGHT; LEADERSHIP IS DOING THE RIGHT THINGS"- PETER F. DRUCKER

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Executive Summary

The study contains a brief summary of the Sphere IT company's leadership and management, as well as their role in aiding the company's development in today's business climate. Furthermore, various leadership and management concepts were offered in the report to assist Sphere IT in the United Kingdom in reducing current challenges that developed as a result of COVID-19. Additionally, the company's present leadership and management challenges were addressed in the research. The study presented a learning viewpoint based on Gibbs' Model. A strategy for developing acceptable leadership objectives was also devised.

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Introduction

Firms operating in today's environment require ethical as well as accountable leadership and management, owing to increased globalisation and technological advancement. As a consequence, applying correct leadership and management characteristics may help the organisation achieve a highly competitive advantage in the operating market while effectively minimising present challenges.

In the context of business, **leadership** is described as the process of influencing and inspiring personnel in order to steer them in the proper way to achieve organisational goals (Pellegrini et al., 2020). **Management**, on the other hand, is a crucial part of company since it aids in effective coordination and assists the workforce in achieving a high level of production (Armstrong, 2016). The report will contain topics of corporate leadership and management, as well as a discussion of current management and leadership difficulties inside the organisation.

Brief information about the chosen organisation

Sphere IT is a prominent organisation that was founded in 2010 and focuses on offering comprehensive and skilled IT services throughout the region. Furthermore, the organisation serves London, Hertfordshire, Watford, Essex, and a number of other areas (sphereit.uk, 2022). The organisation employed 1 to 10 employees in 2021 and produced around 4.1 billion British Pounds (zoominfo.com, 2022).

Leadership and Management Theories and Models

Leadership is a key aspect for organisations to interact with their personnel and manage suitable strategies to inspire the workforce to function successfully and help the firm to accomplish success in the present business atmosphere (Western, 2019). Furthermore, corporate management should design a number of methods for motivating employees to increase their output. Management, on the other hand, is critical in contemporary company since it increases the firm's employability and trustworthiness, allowing organisations to acquire a highly competitive advantage.

The Autocratic Leadership style, according to Bonsu and Twum-Danso (2018), is a successful feature of an organisation. Furthermore, it has been hypothesised that with this model, choices are mostly decided by the organisation's top management, which lacks employee empowerment and decreases trust among the workers. Sphere IT adopts this leadership style, which has reduced staff motivation and had a detrimental influence on the organisation.

According to Winasis et al. (2021), the Transformational Leadership Style is a successful strategy for organisational leaders since it monitors the development of changes inside individuals and the social system. Furthermore, it is a positive leadership style for the firm since it focuses on building a strong relationship between employees and management. It also helps to reduce personnel turnover, which increases motivation and enthusiasm. Apple, for example, employs this leadership style in the workplace, allowing the organisation to operate smoothly and financially. According to a study, the company made a huge profit in fiscal year 2021 compared to the previous fiscal year. Apple's revenue in 2021 was over 95 billion US dollars, a significant increase over the previous year's sales of nearly 58 billion US dollars (statista.com, 2022). 2022) (statista.com). As a result of the review, it can be concluded that Sphere IT operating in the United Kingdom should monitor the use of this leadership style.

This will allow the organisation to reduce future leadership challenges while generating income.

Likewise, management is an important component that businesses may focus on in the workplace to improve the environment and promote employee performance. Businesses that use Bureaucratic Management Theory, according to Sulieman (2019), prioritise dispersing work among employees depending on their competencies, specialisation, and expertise. Furthermore, it may have a detrimental influence on the organisation since it does not prioritise obtaining further expertise. As a result, staff are unable to develop successful strategies and plans. Sphere IT employs this management approach, which impeded the company's work processes and caused in the loss of large clients during the COVID-19 epidemic. As a result, it is clear that this is not an acceptable management technique for the organisation. On the contrary, Stone et al. (2020) stated that Systems Management Theory is one of the best options for company management since it can assist them overcome the obstacles that firms face in an unpredictable environment. It has been discovered that applying Systems Management Theory to the workplace can help to boost flexibility and improve operations in response to environmental changes.

However, this theory is largely focused with dependency and resource exchange, which improves the energy of many systems. With the effective system adjustment, JD Sports investigated the essential workplace changes, allowing the company to increase profits even in the uncertain year 2020. Due to increased purchase by US buyers during the COVID-19 pandemic, the organisation got around 150 million British Pounds (Butler, 2021). According to this, it has been established that Sphere IT in the United Kingdom should focus on developing appropriate strategies with the help of this management philosophy, which may help the business obtain more clients.

Critical evaluation of the impact of leadership on the organisation

It has been determined that in the framework of modern business, organisations require competent and responsive leaders. They are primarily accountable for the company's performance, which may be done through managing everyday operations and motivating personnel in the workplace (Oreg and Berson, 2019). Furthermore, they should prioritise communication with workers and correctly guide them in the direction of the organisation's objectives and ambitions. Managers, on the other hand, should concentrate on staffing, organising, planning, executing, leading, and managing workplace processes. According to

Alqatawenah (2018), it is critical for firms in today's business organisations to effectively monitor and manage change in order to create competency and obtain rapid development. Following the devastation caused by the COVID-19 epidemic, most firms underwent enormous and quick expansion, resulting in ongoing restructuring. As a result, these concerns elevated the significance of appropriate workplace behaviour. Transformational leadership styles in the workplace can help motivate employees to use their effectiveness of self-interest to benefit the organisation.

As a result of these considerations, Sphere IT may concentrate its efforts on incorporating these procedures inside the company's executives in order to manage business methods. It has been determined that the top management, primarily the CEO, exerts control over any decision-making process. As a result, employees are less motivated, which limits their ability to think beyond the box and diminishes their efficacy. Consequently, as a result of these procedures, the organisation was unable to develop an efficient strategy or plan during the era of uncertainty, which reduced its clients and harmed the organisation's internal processes. According to Alavi et al. (2021), there are various problems in implementing transformational leadership styles as well as disrupting the regular rhythm of operations inside the workplace. Furthermore, this might have an impact on employee performance as a result of power abuse in corporate operations.

Besides that, it has been determined that firms in the modern day demand careful management that focuses on lowering the obstacles that organisations encounter. As a result, prioritising operations will enable the firm to acquire success and development elements. According to Ferreira et al. (2018), with shifting scenarios and quick growth in business techniques, it is critical for organisations to utilise applicable management theory. This management strategy focuses on obtaining the end outcomes rather to striving to improve the processes; also, this might help in building an effective action plan. Furthermore, it primarily focuses on procedures that improve fundamental management and control inside the organisation. Sphere IT in the United Kingdom may carefully utilise this management strategy and develop plans to acquire new clients, allowing the firm to be more competitive in the market.

Contemporary leadership and management development issues

Maintaining sufficient diversity within the organisation may assist Sphere IT in inspiring its staff to promote productivity and performance. Furthermore, keeping adequate diversity

inside the organisation may assist the business in comprehending diverse cultures and improving decision-making processes (Khan et al., 2019). As a result, these factors will assist the organisation in creating a supportive atmosphere that will drive people to perform well. On the other side, it has been proved that providing appropriate and enticing incentives to employees may increase job satisfaction and performance capability, hence improving the business's profits (Herr et al., 2022). As a consequence, Sphere IT may be able to attract more concentrated workforce, helping the firm to develop. Following the COVID-19 pandemic, most enterprises operating in post-pandemic environments had several leadership issues that hampered employment creation. One of the potential leadership issues that the organisation has been dealing with is motivating its employees. This is mostly due to poor workplace management; also, the corporation fails to provide enticing rewards to its employees and fails to maintain workplace diversity. recovered from the disaster.

A reflection of your own experience of leadership and areas for your own development

Gibbs' Reflective Learning Cycle is characterised as a method that guides a person to an appropriate component of increasing their abilities through situational analysis and improvement (Yaacob et al., 2021). It is an important feature for an individual since it allows them to expand their knowledge by analysing their prior experience.

In the **Description** stage, I examined the situation in Sphere IT, which helped me determine the things that I needed to grow inside myself. It focuses on the factors that should be of primary importance for an individual seeking to improve their competence (Wales, 2018). As a leader inside the firm, I assessed that there are various things within myself that need be improved to assist me boost the company's trust. For example, while engaging with the employees, I realised that I needed to improve my communication skills as well as know the proper components to react to the circumstance. In the Feeling stage, on the other hand, I assessed that with excellent decision-making abilities, I will be able to establish a strategic plan for enhancing the business's chances of success.

[Refer to Appendix 1]

The good thing about the **Evaluation** stage was that I was able to analyse my areas for improvement; on the other side, the bad thing was that I was negatively impacted owing to inadequate management. Furthermore, at the **Analysis** stage, a person might determine the cause for the events that occurred throughout the circumstance (Yaacob et al., 2021). As a result, I concluded that my attention to detail enabled me to learn about organisational loss. On the other side, during the Conclusion step, I assessed how, given the necessary talents, I might have assisted the organisation in performing efficiently. Furthermore, under Action Plan, I indicated that I would need to create a personal development plan that will help me to deal with the consequences in the future.

Conclusion

The materials presented have been summarised in terms of leadership and management strategies. Furthermore, the article investigated several leadership and management models and theories in order to provide Sphere IT with the necessary aspects to improve its work processes. Furthermore, the organisation's current leadership and management difficulties, as well as various mitigating measures, have been addressed. Using Gibbs' Reflective Cycle, a viewpoint on the firm's leadership experience was investigated. A plan of action was devised to develop the essential and right leadership.

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Appendix 1

Action Plan

Objectives	Activities	Where will I develop my leadership?	Time Bound
To improve the communication and interaction with employees	Enhance the listening skills, analyse body language, and increase the attentive approach.	At the workplace, by interacting with employees	5 Weeks
To increase the ability to adapt	Escalate the problem-solving skills, and increase the practice of mindfulness.	While operating in the activities of normal life.	8 Weeks
To enhance decision-making	Effectively develop a strategy to create plan, and set deadlines.	In the organisation.	3 Weeks

(Source: Created by the learner)