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Assessment 1: Leadership and Management, Theory, and Practice

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Introduction

This assessment is going to focus on the importance of leadership and management theory and practices as it is with the help of appropriate knowledge regarding the leadership and management theories that a leader will be able to lead his team effectively and enhance the productivity of an organisation. In this particular assessment, an interview will be taken with an employee who is working with me currently in our company. He will help me in understanding that are the leadership and management skills and theories he follows in order to become successful in his job role that is necessary to learn by everyone.

The job of my peer and the leadership skills required

Focusing on the job of my peer I would like to mention that my friend, as well as my colleague, is the leader of the sales team in a house appliances organisation where water purifiers have been sold. As a leader of the sales team, he possesses several leadership skills as well as other skills that must be possessed by every leader to lead his team effectively. Some of the leadership skills are Communication, active listening, emotional intelligence, coaching, decision-making and problem-solving, adaptability skills, collaboration skills, social skills, feedback skills, customer service, Change management skills, and creativity skills. All these skills are equally important and essential for a leader because being earlier of a team is not an easy job (Suarta *et al.*, 2017). It has been observed from the interview that if any of these skills are not developed by a leader then he needs to face several types of difficulties in his job responsibility because it is with the help of an appropriate balance of all these skills that a leader is able to gain success. As my colleague said Communication skills and active listening skills help him to communicate case thoughts and the responsibilities of the team members appropriately so that they can understand what they need to do in order to perform their job responsibilities correctly as well as if the team members face any type of difficulty in understanding their job responsibility of performing the job

responsibility then it is with the help of listening skills that the leader is able to understand their problem and bring some solution. Being a leader of the sales team he always needs to be prepared with adaptability and Change management skills. Because change is a universal aspect and change can occur suddenly and in the situation instead of being afraid of the change of the situation the leader must be able to adopt the change quickly and bringing Change management can accelerate the performance and productivity of the organisation (Dimitrovski *et al.*, 2021)

Findings from the interview

In any interview several types of questions are asked of my colleague and from his answers several things are quite clear and all the findings will be discussed here. As it has been observed from the findings that there is no limited type of skills that are particularly necessary for a team leader, there are several types of skills and observations that must be developed by a team leader to become successful along with his entire team. These skills that are observed from the interview are Communication, active listening, emotional intelligence, coaching, decision-making and problem-solving, adaptability skills, collaboration skills, social skills, feedback skills, customer service, Change management skills, and creativity skills. These skills help the peer to become successful in his job. When the peer was asked to give an example of such a situation when his leadership skills help him to achieve a successful outcome he said that there is no single event that can be told where all these leadership skills have an equal role but he provide an example where is ¹³ communication skills listening skills, problem-solving skills, and decision-making skills help him together to get out of a difficult situation. During the Covid 19 pandemic, it was difficult at the beginning for the salesperson to sell water purifiers because in this situation people were not interested in visiting the showrooms. In this situation, the leader communicates with all the salespersons and listens to the problems that they are facing in selling the water purifier. After listening problems, he decided to take all the protection measures and ask his sales team to visit all the customers personally at their homes and maintain distance to let them explain the importance of using water purifiers in this pandemic situation. They offer a cash-on-delivery option if customers are willing to purchase it. It has been

also observed that there is a situation where the peer worked under an infective leader and from those leaders he understood what skills and practices he needed to focus on in order to become an effective leader. Infective leaders are not able to lead the entire team appropriately as he is not able to listen to the problems of their team members and solve the problems (Fernandez and Shaw, 2020). It makes the team members feel unimportant and less valued so they do not show interest in performing their tasks with efficiency and it hampers productivity. The peer also said that during any type of decision-making approach, he always involves his team members and asks for several ideas which can be implemented and if it is a strategy can be made. This helps in motivating employees and lets them feel valued so they also pay respect to the leader and perform their work effectively (Goleman, 2017). He even thinks that adaptability skills are most important for a leader because team members are not able to add to the changes quickly and in the situation, ⁵ it is the responsibility of a team leader to motivate ¹¹ and train the team members in such a way that they will be able to end the changes quickly. The peer follows some effective leadership theories that help him to motivate his employees and team members and one of such leadership skills is the democratic leadership style. Maslow's hierarchy of needs is another leadership theory that helps in motivating employees (Uko and IHEBOM, 2020).

An application of theory

Democratic leadership style

Democratic leadership style or theory is one of the best examples that support the finding because it has been observed from the finding that it is the democratic leadership style that is followed by the peer. As a team leader, ⁵ it is important to understand that all the team members are equally important and the team members will perform their job responsibilities with utmost attention and efficiency only when they feel encouraged and motivated by their leaders (Fang *et al.*, 2019). In order to encourage and motivate the team members, the best solution is to follow the democratic leadership theory where the leader will allow his team members to be involved in the meeting while any decision regarding the organisation will be made. The present team members can put their ideas and knowledge in front of the leader so if the leader finds these ideas are

effective to make the decision then the leader will choose the most effective one and in this way it will help let the employees feel that they are important or the leader and organisation and they will work for it with dedication (Mansaray, 2019).



Figure 1: Democratic leadership style

Source: (Emeritus, 2023)

Maslow's Hierarchy of Needs

This leadership theory is associated with the 5 needs of every individual fulfilling which needs a leader to be able to motivate his employees. The first need refers to the psychological needs where the leader meets the needs of their team leader's psychological aspects like food, water, and sleep. After the psychological needs employees are concerned for their safety needs where the leader must take necessary steps to provide personal security, and resources, and focus on the health and well-being of the employees (Wuryani *et al.*, 2021). Love and belonging are other needs where the leader must create an environment of friendship and a sense of connection so all the employees can feel motivated and engaged with each other. Self-esteem is another need that makes a leader responsible for paying recognition and respect to the employees so that they can feel motivated. Finally, self-actualization is the need where employees are expected to fulfill all their needs by their leaders (Simolypsychology,

2023). In this way when the leader will be able to meet all these five needs of the employees then the employees will also be motivated to work for the organisation and perform their best.

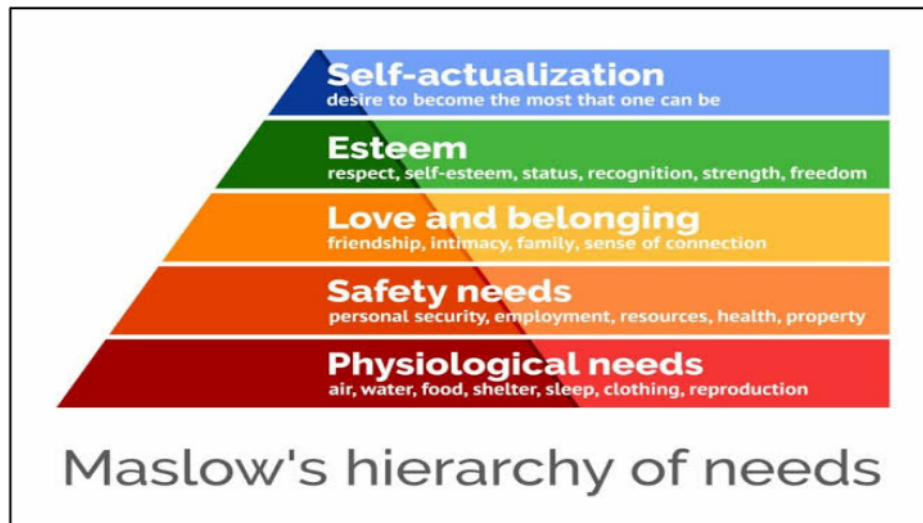


Figure 2: Maslow's Hierarchy of Needs

Source: (Simolypsychology, 2023).

Review my experience

From this entire assessment and interview, there are lots of things that I have learned and undoubtedly I can use this learning and information for my future career to be an effective leader. In order to express my experience of leadership and to point out the areas of development I would like to use the Gibbs Reflective Cycle which will help me in discussing each of my experiences elaborately and appropriately.

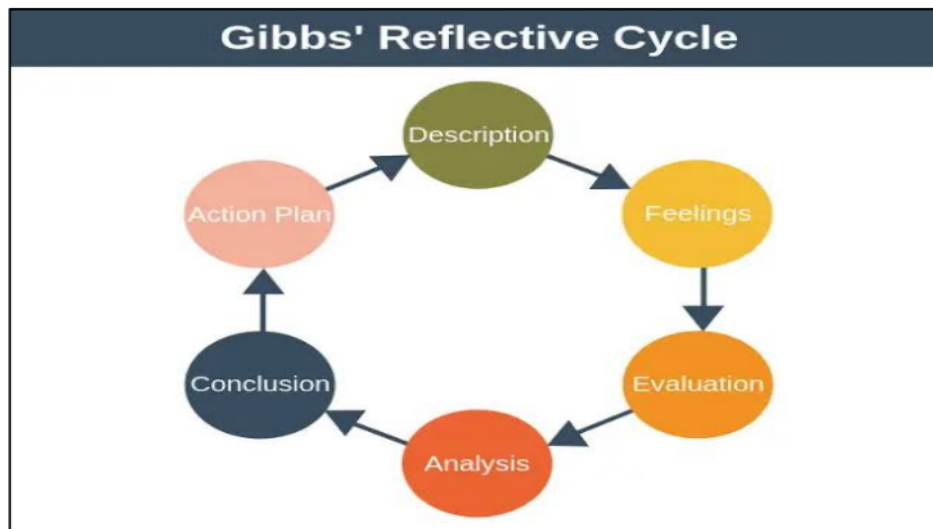


Figure 3: Gibbs Reflective Cycle
Source: (Ed, 2023).

Description

I learned that leadership is one of the most important aspects of an organisation because in an organisation it is not possible for every employee to perform their responsibilities effectively by themselves without any help from the leader or manager. But the issue is that there are two types of leaders, one is the effective leader and another is the ineffective leader. The difference between these two types of leaders depends on the skills and knowledge that they possess and their knowledge regarding several leadership theories that are the following in order to motivate their employees and enhance the trust of the team members (Crawford *et al.*, 2019).

Feelings

I feel happy and confident when I come to know about all the leadership skills during the interview. All the leadership skills I have already mentioned above and among all the skills that I possess within myself to become an effective leader are communication skills, creativity skills, problem-solving and decision-making skills, adaptability skills, and collaboration skills. I can communicate my thoughts and ideas appropriately to my colleagues as well as other people. As a result of which I am able to easily convince people in any matter. Along with this, I am also able to think creatively and this is the

creative thinking that helps me to come out of every problem effectively with an alternative solution and make some important decisions. Collaboration is very important to become a leader. At my schools I am good at working collaboratively with other people and whenever anyone faces difficulty in accomplishing or solving their task then I would like to help them because I know we all are working for a common goal instead of any personal and individual goal

Evaluation

Now focusing on the skills or areas of development I can point out some of the skills like listening skills, feedback skills, and Change management skills. Though I am a good communicator, sometimes in long discussions I lose my focus and I am not able to listen to all the words appropriately of a person. As a leader, it is important to listen to other problems with the utmost attention and understand their problems so that a solution can be drawn. Feedback skills help leaders to let their team members understand what they think they need to improve or develop so that they can finish their project appropriately and effectively within time (Carvalho *et al.*, 2023). But I do not understand how to give that feedback in such a way that employees will be able to understand that this feedback is helpful for them and this feedback is given with the intention to improve their skills and opportunity rather than insulting or demotivating them.

Analysis

I have decided to develop all these skills effectively that I consider as areas of development because I want to be an effective leader who is not only able to perform his task but also able to help other team members in the task and problem so all the team members can work collaboratively for a single and common goal and they will be able to overcome all the situations effectively with the support of one another.

Action Plan

Skills to develop	How to develop	Timeline
Active listening	Practice listening to long recordings and meditation.	2 - 4 weeks
Feedback	Guidance from a knowledgeable person.	2 - 4 weeks

Change management	Online course	6 - 8 weeks
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Conclusion

From this review of my experience, I am able to understand what are the necessary steps that I need to understand and how I can apply the knowledge and experience that I have gained from this assessment in my future career for better opportunities. I would like to come up with more effective and necessary strategies that can help me to become a master leader and I will get the opportunity to be appointed as a great leader in well-known organisations in the United Kingdom.

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Appendix

Questionnaire

1. In your opinion, what are the key leadership skills necessary to be a successful leader?
2. Can you share an example of a time when effective leadership skills help you achieve a successful outcome?
3. Have you ever worked under a leader who lacked the necessary leadership skills? If so, can you describe how that affected the team or company?
4. What role do you think communication skills play in effective leadership?
5. How do you approach decision making as a leader? Do you involve your team in a decision making process?
6. How important do you think adaptability is for a leader?
7. How do you motivate your team to achieve their goals?
8. What advice would you give to someone who is looking to develop their own leadership skills?

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