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Developing Workplace Critical Thinking

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Case of Taylor Mason Plc

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Introduction

This case study analysis explores how the Leadership and Management course has helped to cultivate critical thinking at work. Effective leadership requires the capacity to think creatively and make well-informed judgments as businesses navigate a commercial environment that is becoming more complicated and dynamic. This study applies critical thinking methods and techniques gained in the section to solving problems, making choices, and creativity in varied professional situations. This report shows how the program develops leaders' critical thinking skills, enabling better strategic thinking and corporate results. This research will focus on Taylor Mason Plc.

Ethics in the workplace

Beliefs, attitudes, and values are all interconnected ideas that influence employees' actions, judgments, and choices on the workplace. Although they share many characteristics and meanings, each phrase stands on its own.

A person's belief in something is their firm conviction that it is real or true. They develop as a result of exposure to and participation in various social, cultural, educational, and occupational contexts. Beliefs in the workplace might be about anything from the relevance of ethical conduct to the value of the organization's objective. An employee could, for instance, think that working together is crucial to any project's success (Patterson, 2017).

Conversely, attitudes are one's subjective evaluations of another person, thing, or circumstance. Whether favourable or bad, they reveal a person's character and shape their actions and choices. Workplace attitudes might be toward one's peers, superiors, the company as a whole, or even individual jobs. For instance, a worker's motivation and output may increase if they have a favourable outlook on their work and find it satisfying and pleasurable (Johnson, 2017).

Individuals' values in the workplace are the principles and ethics by which they prioritize their acts and make judgments. They are a reflection of the values held by individuals and the group as a whole. Some examples of values include honesty, loyalty, variety, creativity, and collaboration. They guide one's behaviours and interactions with others, and are hence crucial in one's decision-making process. A company's commitment to sustainability, for instance, might serve as a guiding principle for all workers as they make daily decisions at the office (Lawrence & West, 2019).

Although there is some overlap between beliefs, attitudes, and values, there are important distinctions between them. Values are the guiding principles that define what is deemed significant and desirable, whereas beliefs are founded on the acceptance of specific ideas or notions. While beliefs are primarily cognitive in character, attitudes include cognitive and emotional components, and values are deeply established and have a far-reaching impact on behaviour, the three are distinct in nature (Treviño & Nelson, 2016).

If businesses want to cultivate a culture that emphasizes ethics, teamwork, and personal development in their employees, they must first ensure that their members have a clear

understanding of the differences among beliefs, attitudes, and values. Organizations may increase employee engagement, contentment, and productivity by taking into account and responding to these factors, which allow them to better understand and manage the many viewpoints and interests of their workforce (Peale, 2017).

Case Study overview of issues

Ethical Challenges:

Job Security: Employees worry about their futures at Taylor Mason Plc in light of the company's recent financial loss and share price decrease. As the company's survival is questioned, workers may worry about unemployment or other cost-cutting measures.

Staff morale: Employee morale might take a hit if it is revealed that directors' bonuses would be frozen while workers get just a modest pay increase. If workers feel the board puts profit above their needs, they may start to doubt management's dedication to improving their lives (Hoyk & Hersey, 2018). Employee morale and enthusiasm might take a hit as a result of this.

Client Confidence: While the business's choice not for passing on price hikes may be morally commendable, if its financial situation worsens and it can't reliably provide its products or services, customers may start looking for alternatives and give up trust in the organization's ability to meet their needs.

Positive Repercussions:

Employee Loyalty: Employees are more loyal as a result. Taylor Mason Plc may create loyalty and gratitude among its employees by preferring a tiny salary increase for workers above director rewards. As a result, employees are more invested in the company's success and its culture is strengthened (Cialdini, 2016). The company's future prosperity may depend on how dedicated and enthusiastic its employees are.

Customer Perception: Customers that respect companies that emphasize their workers and the community may like Taylor Mason Plc. Customers may be more loyal to the brand if they perceive the firm is acting ethically by absorbing higher costs rather than passing them on. This may improve the firm's reputation as a socially responsible business among locals and potential buyers alike.

Negative Repercussions:

Shareholder Confidence: The long-term profitability of Taylor Mason Plc may be damaged by falling share prices and poor media attention. The situation may quickly deteriorate if large owners begin selling off their shares. Future development and expansion may be affected by the company's financial health and ability to recruit and retain investors.

Financial Strain: Taylor Mason Plc's stated losses and falling share price may limit its capacity to invest in creativity, the creation of goods, and staff training. As a result, its ability to compete in the market and achieve sustainable growth may be diminished (Kotter, 2016).

Reputation Damage: Taylor Mason Plc's long-term viability is threatened if the company's financial health is questioned in the media. Market share, consumer confidence, and collaboration with suppliers are all susceptible to adverse publicity. The company's status in the market might take a hit if its reputation takes a hit.

To sum up, the effects of Taylor Mason Plc's choices are mixed. Prioritizing employees above director remuneration may boost employee loyalty and consumer perception, but the firm faces financial issues and image harm. Taylor Mason Plc's performance depends on finding a balance between ethical and financial factors (Covey, 2019).

Conclusion

The report of the struggling grocery store chain Taylor Mason Plc was the focus of this paper. Job stability, employee morale, and consumer confidence are just some of the ethical concerns we uncovered. The company's decisions strengthened staff loyalty and consumer impression, but they also harmed shareholder trust and reputation.

In conclusion, managers should take into account the opinions and values of those around them whenever possible. A more diverse and moral set of choices may result from an appreciation of and attention to these variables. Managers may foster equity, employee engagement, and consumer trust in the workplace by listening to and learning from a wide range of opinions (Damon, 2018).

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