

University of Wales Trinity Saint David

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Assessment 1

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Introduction

Good leadership is essential for the success of every company no matter the size and what area or industry they are operating. Leadership is not only important in the business world but is also vital for aspects of our lives even relationship. There are many leadership theories and styles that can be implemented based on the organisation structure and the industry they are operating. Choosing the leadership style and how the company will be managed can determine the success of the business and organisation. Leadership theories focus on the traits and how certain people can increase their leadership capabilities. There are certain skills that need to be recognised to become a good leader. (Raelin, 2016) Some for example we can mention are efficient learner, great communicator, strong ethics and high moral standards, great self-organisational skills and be able to motivate its team. Different leadership theories and styles are helping to create stronger and more effective leadership and encourage others to become leaders themselves.

There are seven leadership theories that are popular amongst the businesses and organisations:



(Business Jargons, 2022)

There are some differences between all the leadership theories above, but they all have in common that in order to be a successful leader they are sets of skills required (Deloitte, 2020). Some skills leaders are born with and others they can develop through life or work.

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experience. Every organisation is unique and becoming a good leader means understanding the vision and exciting all employees to become part of greater plan for a successful future.

We are going to be exploring the leadership and management models and theories for an organisation of a medium size business. We are going to reflect on a business that has been serving the local community for over 80 years. The name is Westbury Chemist, and they are based in Southwest London. (Westbury Chemist ,2022) They are well established business that managed to grow and expand over the years successfully. They are one of the largest independent pharmacies in London that offer range of services including care homes dispensing, collection and prescription delivery, minor ailments, medication counselling, travel clinic, flu vaccination and more. The pharmacy is a unique because of its services. They are offering a wide range of cosmetics products and perfumes to a newsagent incorporated on one side of the pharmacy. And they are open to serve customers from 9a to midnight seven days a week 365 days. The leadership and management models that the business has adapt we are going to discuss into more details. Identifying the areas and styles they can adopt to improve the leadership and management style of the company.

The leadership theories we are going to highlighted in our report are:

The Great Man theory

This type of theory emphasis on the type that are born with the qualities required to be a leader. This type of leaders often possesses the natural skills as such as intelligence, courage, confidence, charm and others.

The behavioural theory

This theory is very different if we compare it to the “Great man theory” because the main focus is on the environment around us not the abilities we are born with. The environment determines how will respond and act as a leader.

The trait theory

This theory focuses on the qualities that determines a good leader. The skills that we have may not necessarily makes us a good leader. It is essential that we have a set of skills, and we are strong in most areas to become a good leader(Northouse,2003)

The transactional theory

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This theory focuses on the hierarchy in the company. The transactional leaders will be prioritizing the structure of the organisation and not concentrating on the creativity.

The transformational theory

This theory is very different if we compare it to the transactional. The focus here are the people and the relationship between the leaders and the team. The great leader is a great team motivator.

The Situational theory

This theory combines different styles and traits based on the situation and organisation. The theory focusses on the kind of leaders that can adapt and change in different environment.

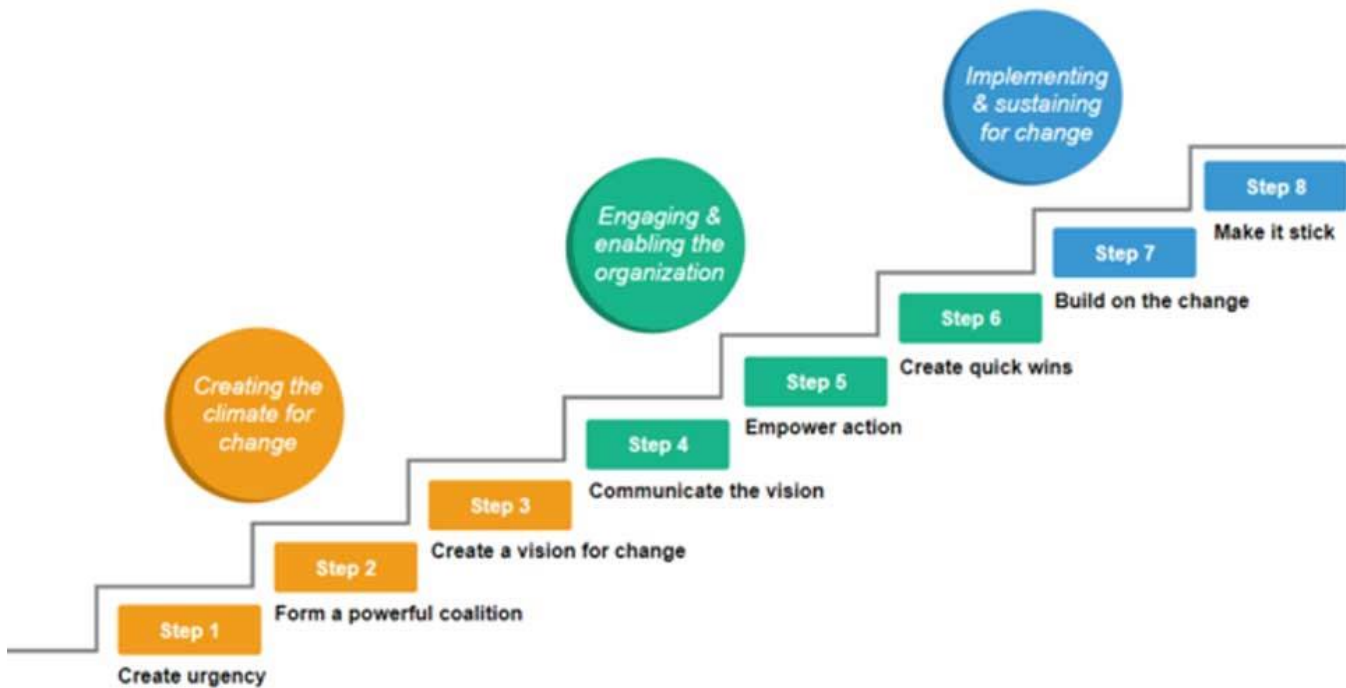
Management Models

The management theories we are going to highlighted for our study has the purpose to determine which model will best be adapted by our chosen organisatio.(Denning,2021)

The first model **Maslow's Need Hierarchy** model

The model is based on the needs and the stages in which the employees can thrive. They are different levels from Basic which includes safety and physiological needs. (Kremmer,Hammond,2013)Moving to the next level Physiological with esteem and belongings needs. And the last level is Self-Fulfilment where we reach our full potential.

Kotter's Model for leading change



(Broderick,2013)

The model is based on the change in our dynamic business world by creating urgency. The change can give an organisation an advantage and help adapt to forthcoming challenges. Witing this model we can identify eight steps that are leading to the change:

1. Creating a sense of urgency
2. Building a guiding coalition
3. Form a strategic vision
4. For a success we need an army of volunteers
5. Enable action by removing all existing barriers
6. Generate short term wins
7. Sustain acceleration
8. Institute Changes

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The management model that an organisation will adapt is based on the objectives, resources, motivate effort and coordinate activities. The theory and management models are undergoing a significant change in the recent years. Many organisations are not satisfied with their leadership programs. In the recent years they are topics that are taking leading role when you compared to decade ago. Topics such as inclusion, fairness and social responsibilities are very important when it comes to a leadership theories and models. The traditional leadership methods are still effective in the recent years, but they need to be combined with the new context of leadership. In the recent years leaders are more oriented working in team to take decisions instead working individually. The organisation profit is expected to have a purpose that can benefits all members. The importance for building a personal relationship beyond the brand name or not afraid to go that extra mile for the customers(Cizmeci,2020) The ongoing support for the team members to evolved and self-development. And the importance of continuous learning using digital products and systems. Leaders are more than someone making a general decision for the future of the company. They are required to adopt many new skills that are not previously required.

For our organisation Westbury Chemist, we can identify that the leadership styles that are adopting are influenced of the long history of the business. The business is a family run business that has grown organically. There was not really a structure in place when the business was set. With the growth over the years and the expansion of the business the necessary for a clear leadership structure was essential. The leadership style expressed in our example is inspired by the Great Man theory. The leader of the company believes that the skills that he has the key for the success of the company. The business structure has not changed over the years and only in the recent years due to changes in the leadership team they are exploring new areas of development. The business is very reluctant to involving the team into decision making. All general decisions are simply made by the leader of the company while he is involved with day to day running of the business. There is not a clear structure for job roles or responsibilities withing the organisation. Not even a reward system or personal development system in place. The success of the business is purely due to the nature of product they are offering. And the long hours attracting customers all over busy South London Area. The need for a flexible management model is essential. Due to the new leadership team, they are slowly making changes in a positive direction. They are changing the structure of the leadership team. (Berg,Pietersma, 2015)The new style is adopting to the dynamic consumer's market. We can identify areas for a development and moreover the importance of a new management model. As a recommendation we can certainly highlighted that company will benefit from certain changes. The need of team decision making clear personal development plan for every member of the staff and job reward scheme in place will be beneficial. Furthermore, previous comment about the company new leadership team is suggesting that they are moving in the right direction. The whole process is still taking very long and the dynamic changes on the market are not allowing more time for further

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delays. Overall, the company is making positive changes and with the right model will achieve high results.

My own experience of leadership

My own experience as a leader it was not always very good or had a positive impact within area, I was applying it. Many of the skills had to learn from experience and adapting to a different environment.(Leinema,2012) I like to observe and make my own conclusion about the organisation. Generally, I am the type of leader that likes to encourage people to achieve the best and thrive in the workplace. A good leader is not afraid to share and learn because as we know we all have different skills. Contribution is the key for a success. The one thing that I might need to highlighted is the area that need improving. Or that is showing an authority and not being afraid to make drastic changes when is required. And not really within the personal relationships more on a professional level.(Rains,2020) The thought of hurting someone's feelings is not an easy task but is part of the skills required to be a good leader. As a leader I feel that need to be able to encourage but at the same time make people accountable for certain actions. Being independent should not be mistaken for feeling free to do anything. I do believe people are the best assets for any company even with the help of different systems nowadays. The personal touch is an important part of our lives and the success of the company. As a leader I would like to use my skills and continue to develop. To be able to grow, adapt in our dynamic world you need to be prepared to change.

Conclusion

In today's fast-paced environment, people learn by doing—and trying. To cultivate needed leadership competencies, organizations can give people more diverse, developmental assignments; promote people into leadership roles both earlier and later in their careers; give leaders with less traditional experience the opportunity to run businesses and initiatives; and

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honour the ability of their workers and leaders at every level, from early to late in their careers, to rethink, challenge, and develop the business they are in(Carter,Houggard,2018)

Many organizations continue to struggle to put leaders in place with the experience, capabilities, and motivation to take on both old and new business challenges. (Rost,1993)

We suggest starting by taking a fresh look at the context in which leaders need to operate today, as it offers a key to cultivating the leaders of tomorrow.

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Appendix1

What are my Leadership Development Objectives?	What leadership Activities I need to undertake to achieve my objectives?	Where will develop my leadership to achieve my leadership objectives?	Target date for achieving my objectives
To improve my interview skills	To take courses and research and practice to To able to improve in the area	At the workplace	Date September 2022
To be able to plan and create a clear strategy for a growth	To observe my manager how they implement planning strategy	At workplace	Date January 2023
To be more confident when talking to people	Observe how leaders/managers are dealing day to day to adapt the skills	At workplace	Date June 2022
To improve my digital /computer skills	To take further courses to improve my digital skills	At workplace	Date February 2023

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To change the concept of working in a large team	Take a position that can help to observe the structure of the organisation and adapt working in a large organisation	At workplace	January 2023
To encourage my team at home to be more independent	To implement changes and help my children to become more independent at home	At home	Now

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