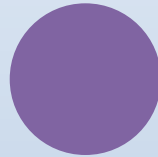




INTRODUCING THE MODERN WORKPLACE- ASSESSMENT 2



LCBB4003 Introducing the Modern Workplace

Iulian Poenaru ID: 1817475

Ciprian Simpliceanu ID: 1817169

Andrei Ionut Balaci ID: 1714716

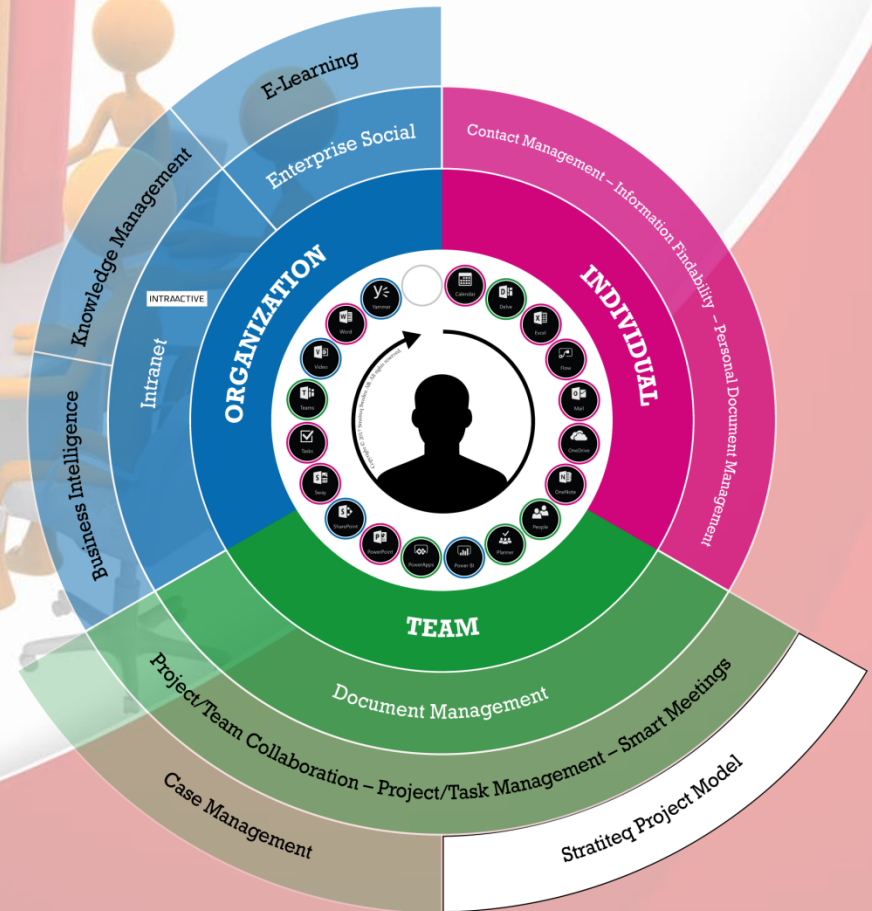
Volodea Craus ID: 1816780

Tutor: Husam Helmi

TESCO

Introduction

- Modern workplace consists of positive values, cooperation, support, compassion, commitment to excellence and open communication (Maduenyi *et al.* 2015).
- Effective design or workflow, practices as well as policies.
- Leadership and management behaviors, motivational aspects of Tesco



Background of the Project

- Tesco is a company that believes in long term success
- they focused on business practices and strategies that help in achieving success for the company
- According to vom Brocke *et al.* (2015), this is the reason the company is growing day by day with a promising revenue and profit.
- Tesco is an organization, built around colleagues and customers.



Organization overview

- Tesco was founded by Jack Cohen in the year 1919
- Tesco has expanded their market operations into 12 countries including Malaysia, Poland, Czech Republic, Ireland, India, China and Hungary (Tesco-careers.com, 2019).
- Tesco have a strategy of 'Every Little Helps' which put communities, customers as well as employees at the heart of every day-to-day operation



Goals as well as objectives

Goals

- Adapting the changes with the changing world
- Restructuring their strategies as well as practices

Objectives

- To become a growing business with full of opportunities
- To become innovative and maintaining modern workplace
- To be the most highly valued business in retail rector
- To inspire, earn loyalty and trust from communities, colleagues and customers

5 traits of effective organizational goals



Essential Nature of Managerial Work

- The nature of managerial work defines the characteristics of a manager during work
- They perform great quality and variety of work with ease and pace.
- This is a process that defines the capabilities of a manager during work both externally and internally
- Tesco is planning on the 'Three Big Ambitions' and 'The Essentials' to show how it is using managerial skills to make the company better (Tesco-careers.com, 2019).



Role of Leadership

The role of a team leader or manager involves three kinds of activities



- Leadership is an important aspect of any organization
- A leader must do a variety of work and activity depending upon their section of responsibilities, roles, and activities
- A successful leader concentrates on aligning vision to their followers, ensuring execution and envisioning.
- They are responsible to influence their co-workers in a positive manner.
- As stated by Maduenyi *et al.* (2015), this change must be in a responsive way that fulfills the long-term needs and true factors of stakeholders of the company.

Variables of effective leadership and management

Variables of effective leadership

- Personality of the leader, expectation and past experiences
- Peer's behavior and expectations
- Superior's behavior and expectation
- Characteristics of the subordinates, their expectation and past experiences (Artino Jr , 2016)
- Task requirements
- Organizational culture as well as politics



Leadership and Management Behaviors

Leadership Behavior

- Productivity and creativity
- Problems effectively, make a strong orientation of results

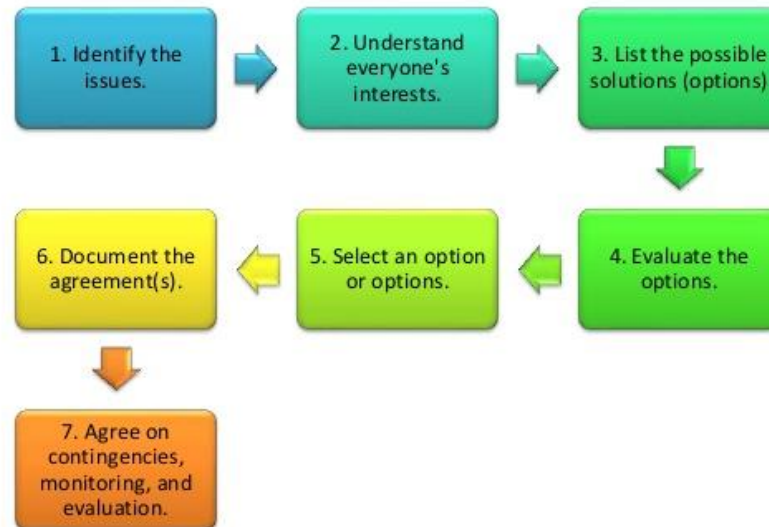
Supporting the Team

- Solve all the work-related problems easily and effectively
- Showing authenticity and sincerity, the leaders become successful in getting the trust of their coworkers

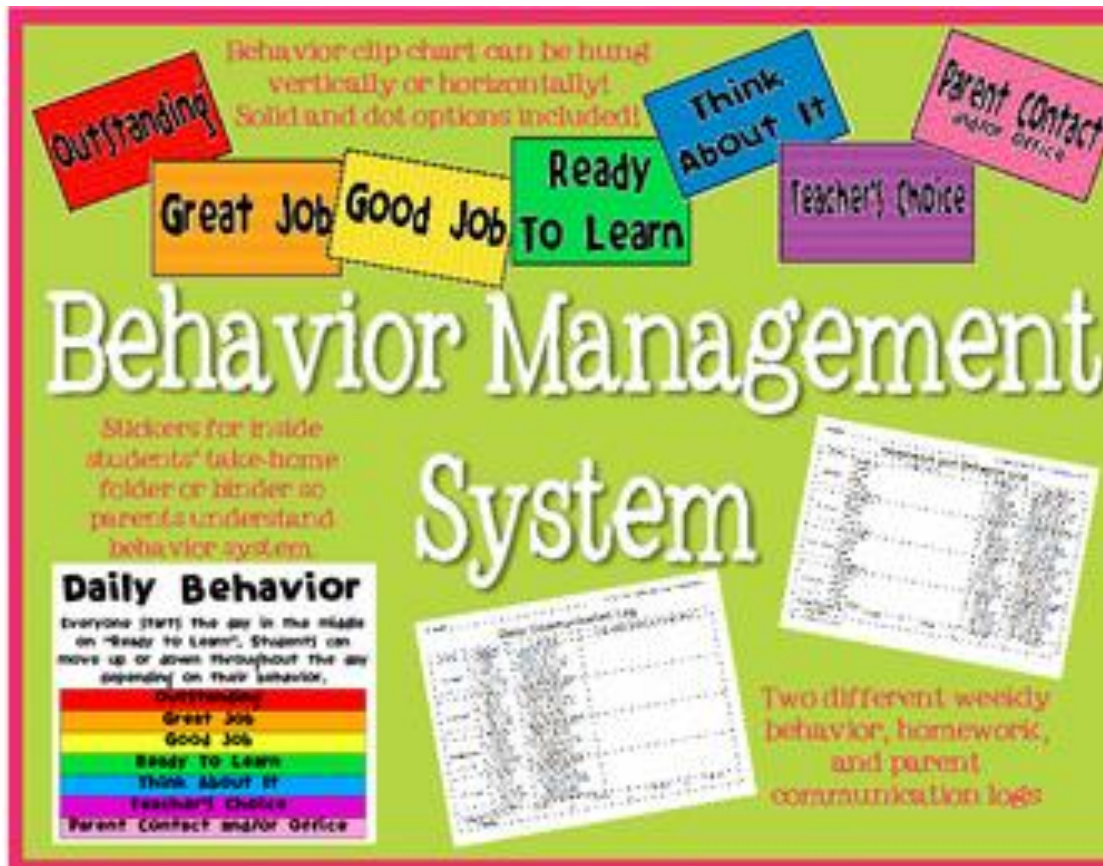


Cont...

Seven Steps for Effective Problem Solving in the Workplace



- Effective Problem-Solving Skill
- Problem-solving skill helps the company to grow in a reasonable manner
- As opined by Taub (2015), this skill helps in creating, analyzing, communicating, decision making, team building
- Focused on Different Perspectives
- This behavior is all about encouraging colleagues, giving them a chance to speak and let them contribute with their creativity for the success of the company
- This helps in inspiring, earning trust and loyalty of the team members and make them inclined to more productive and creative.



Management Behavior

- Recognizing the Limits of Employees
- According to Amanchukwu *et al.* (2015), a manager needs to be a good coach, creative, micromanaged, result-oriented, productive and good communicator.
- Tesco analyze the limits of their employees and allocate the department and work accordingly
- Use of Positive talk
- Communication is the key that plays an important role in bridging the gap between employees and senior management
- As stated by Araújo *et al.* (2015), this is a way where a manager appreciates their employees for their work and dedication to the company

Cont...

- Attentive and Mindful
- The managers of the Tesco are mindful and attentive towards the employees
- The behavior of management needs to be mindful and attentive in order to understand the feelings and behavior of an employee
- This behavior helps in regain control over an employee (Bititci *et al.* 2016).



Factors that affect differences in Individual Behavior

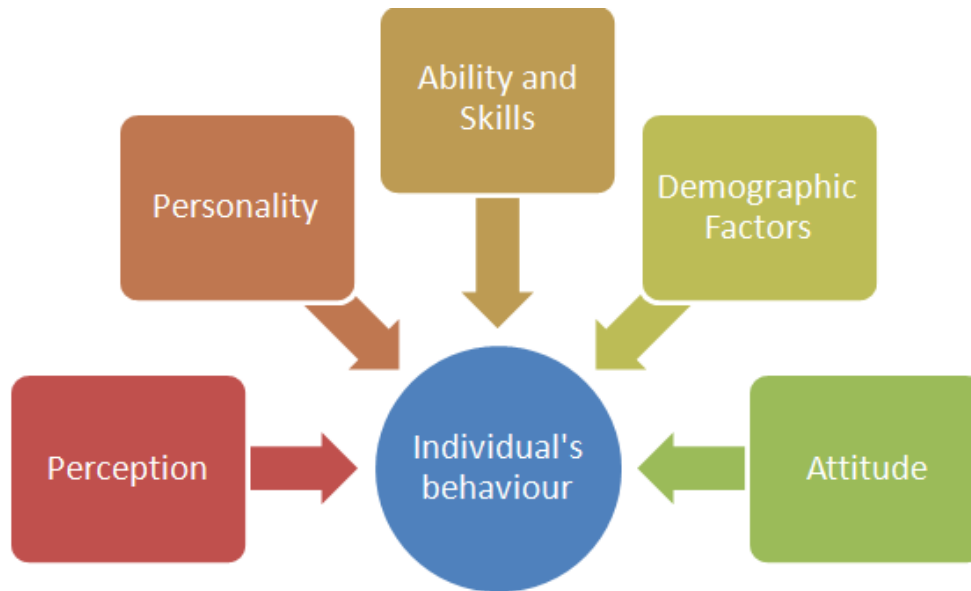


Figure 2: Factors affecting individual's behaviour in workplace

- Personal Factor
- Tesco always tries to hire employees who have extensive knowledge of modern technologies and who have a creative mind (Tesco-careers.com, 2019)
- This is basically based on childhood experiences, knowledge, personality
- Difference in Achievements
- Every person has their own ability and with the help of their ability, they achieve goals in their life
- In context to Cook *et al.* (2016), a leader and a manager need to be attentive towards rewarding their employees.
- Influence of Race, Caste, and Nation
- A person can easily be targeted by their religion, race, and sex
- Tesco always pays attention to this and this is the reason the company is becoming more prosperous to the employees (Tesco-careers.com, 2019)

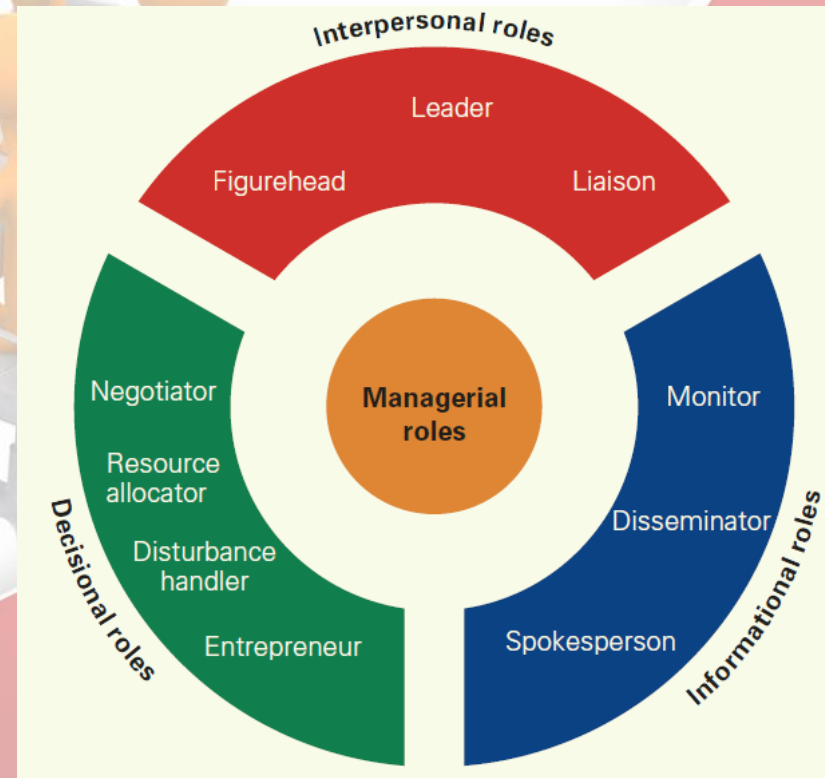
Leadership and Management Practices and Processes

Leadership process and practices

- Transformational leadership theory, Leader-member exchange theory, Servant leadership theory, Charismatic leadership theory
- Autocratic leadership style, democratic leadership style, Transformational leadership, Transactional leadership

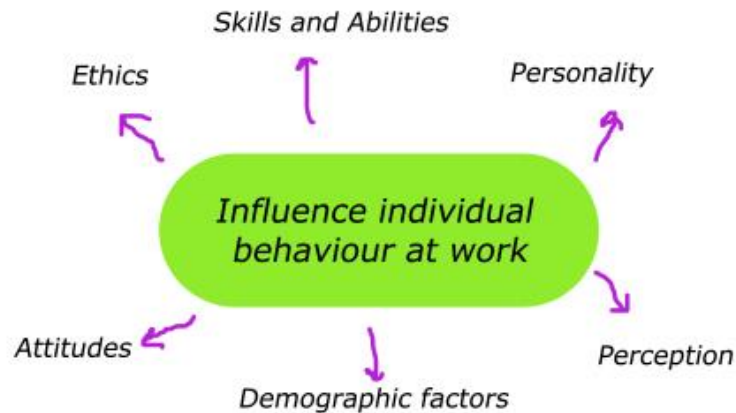
Management process and practices

- Authentic Management Style, Collaborative Management Style, Autonomous Management Style, and Authoritative Management Style
- Planning stage, Organizing stage, Directing or leading stage, and Controlling stage



Positive influence individual behavior

- The transformational leadership style is very adaptive
- Directions and explaining the expectations from the work
- In collaborative style, individuals get benefit from thoughts, concerns, as well as suggestions shared by the managers
- Responsibility towards the organization (McClory *et al.* 2017).



The Group as well as Team Behaviors

Power and the Role Culture

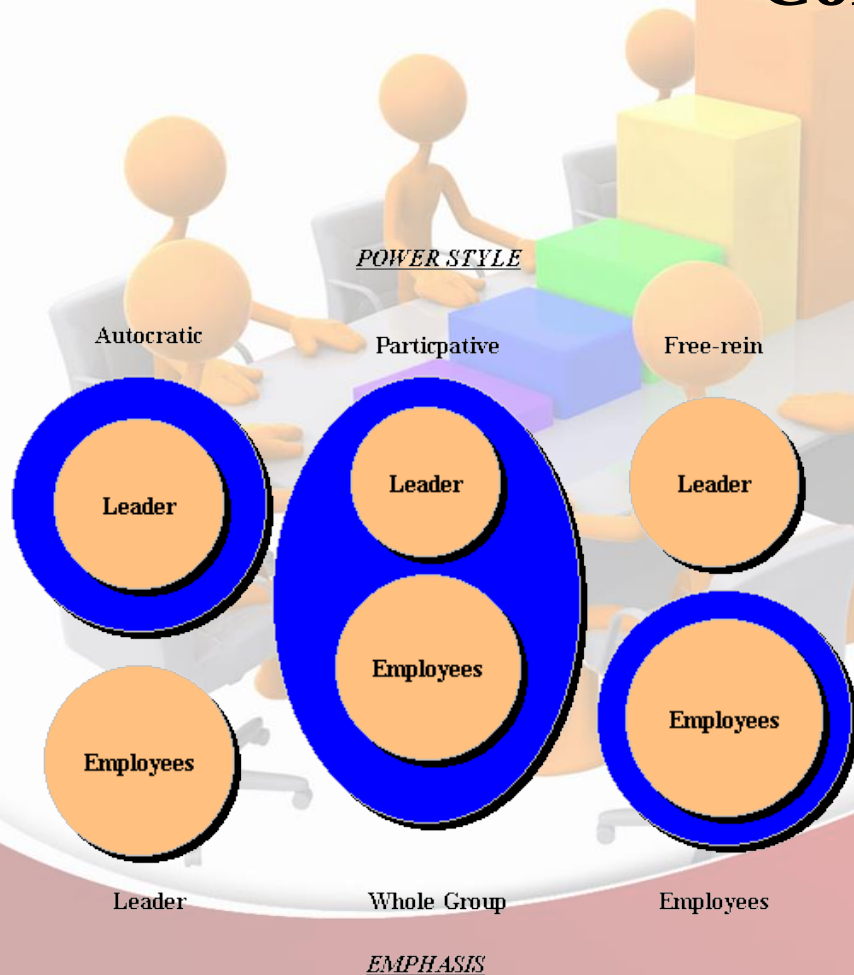
- Power and role culture is an important element in today's organization
- Tesco has developed this behavior to work as a team and a group.

Wide Organizational Structure

- This group behavior forces a manager to make clear objectives and policies for the company.
- As stated by Baltaci and Balci (2017), this helps the team to possess awareness about the job and obligations.
- This behavior is helpful in building the team as a manager cannot ensure work on a daily basis.
-



Cont...



Pay and Interest Boosting

- The team behavior that is important to build a team and group is to pay and boost the interest
- This is helpful when an employee has seen losing interest towards its work and becoming less productive

Participative and Declarative Behavior

- Tesco has applied participative and delegative behavior in order to form a team and group
- Participative is well established and large method of leadership that helps team to grow in a positive manner (McClory *et al.* 2017).

Motivation as well as perception



- Amanchukwu *et al.* (2015), defined motivation as the ability to satisfy individual needs by the organization when employees have willingness to exert efforts at high level towards organizational goals.
- According to Taub (2015), in the modern workplace, the motivating factors include responsibility as well as empowerment, appreciation of hard work, opportunity for advancement, a sense of achievement and a sense of enjoyment in challenging environment.

Maslow and Herzberg's motivational theory in TESCO



- Basic needs
- Security needs
- Social needs
- Self-esteem needs
- Self-actualization needs

Conclusion



- They follow the leadership style like Transformational leadership theory, Leader-member exchange theory, Servant leadership theory, Charismatic leadership theory
- The company has increased its sales and profit by 60% with the help of the above practices and theories.
- With the help of these management practices and leadership behaviors Tesco become one of the leading global brands and most profitable retailers in the business.

References

- Amanchukwu, R.N., Stanley, G.J. and Ololube, N.P., 2015. A review of leadership theories, principles and styles and their relevance to educational management. *Management*, 5(1), pp.6-14.
- Araújo, D., Silva, P. and Davids, K., 2015. Capturing group tactical behaviors in expert team players. *Rotledge Handbook of Sport Expertise: Routledge*.
- Baltaci, A. and Balci, A., 2017. Complexity leadership: A theoretical perspective. *International Journal of Educational Leadership and Management*, 5(1), pp.30-58.
- Bititci, U., Cocca, P. and Ates, A., 2016. Impact of visual performance management systems on the performance management practices of organisations. *International Journal of Production Research*, 54(6), pp.1571-1593.
- Cook, D.A. and Artino Jr, A.R., 2016. Motivation to learn: an overview of contemporary theories. *Medical education*, 50(10), pp.997-1014.
- Eriksson, T. and Kadefors, A., 2017. Organisational design and development in a large rail tunnel project—Influence of heuristics and mantras. *International Journal of Project Management*, 35(3), pp.492-503.
- Maduenyi, S., Oke, A.O., Fadeyi, O. and Ajagbe, A.M., 2015. Impact of organisational structure on organisational performance.
- McClory, S., Read, M. and Labib, A., 2017. Conceptualising the lessons-learned process in project management: Towards a triple-loop learning framework. *International Journal of Project Management*, 35(7), pp.1322-1335.
- Mosadeghrad, A.M., 2015. Developing and validating a total quality management model for healthcare organisations. *The TQM Journal*, 27(5), pp.544-564.
- Taub, R., 2015. A New Educational Reform in Israeli High Schools Affecting Teachers' Motivation and Perception of the Teaching Profession. *Procedia-Social and Behavioral Sciences*, 209, pp.503-508.
- Tesco-careers.com, 2019. Welcome to Tesco Careers. Accessed from: <https://www.tesco-careers.com/>. [Accessed: 19th November, 2019].
- vom Brocke, J. and Lippe, S., 2015. Managing collaborative research projects: A synthesis of project management literature and directives for future research. *International Journal of Project Management*, 33(5), pp.1022-1039.



THANK
YOU