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The Leadership Experience at TESCO. Action Plan for further development of leadership skills

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Executive Summary

The report critically reflects on the author's leadership experience in their chosen organization and suggests areas for their development. The report includes an Action Plan for the development of leadership skills. The plan includes developing self-awareness, emotional intelligence, communication skills, and conflict management skills. The author also plans to seek feedback from others, learn from experience, and continue to develop their leadership skills.

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Introduction

Leadership and management are two distinct but interrelated concepts. Leaders are those who take initiative and responsibility for guiding and motivating a group toward a common goal, while managers are those who plan, organize, and coordinate the activities of a group to achieve that goal (Chow, 2020). While there are many different leadership and management theories and practices, the most effective leaders and managers are those who can combine the best of both worlds. In this paper, I explained leadership and management from the perspective of my work as a project manager at Tesco using several concepts, theories, and models.

Overview of Tesco



Figure 1: A Tesco Retail Shop (Tesco, 2022)

Tesco is a British multinational grocery and general merchandise retailer with headquarters in Cheshunt, Hertfordshire, England, United Kingdom. It is the second-largest retailer in the world behind Walmart and has stores in 12 countries across Asia and Europe.

Tesco was founded in 1919 by Jack Cohen as a group of market stalls. The Tesco name first appeared in 1924, after Cohen bought a shipment of tea from T. E. Stockwell and combined those initials with the first two letters of his surname. The company expanded rapidly, and by 1939 Tesco operated over 100 stores.

The company floated on the London Stock Exchange in 1947 as Tesco Stores (Holdings) Ltd. The first self-service store opened in St Albans in 1950, and the first supermarket in Maldon in 1956. In 1961, the company acquired the retail chain Hillard's for £12 million.

Tesco continued to grow in the 1970s, and by 1974 it had become the largest grocery chain in Britain. In 1995, Tesco launched its loyalty card, the Tesco Clubcard (Tesco, 2022).

Tesco is the largest grocery retailer in the UK, with a market share of 28.4%. The company is also ranked third-largest retailer in the world measured by revenues (after Walmart and Carrefour) and second-largest measured by profits (after Walmart) (Aiello, 2020).

Leadership and Management Theories and Models

There are many different theories and models of leadership and management. In this paper, we will review some of the most popular ones.

The first theory we will look at is the trait theory of leadership. This theory is also known as the Great Man theory. This theory suggests that certain traits are common in all leaders. These traits include things like intelligence, extroversion, and self-confidence (Jayawackreme, 2019). The problem with this theory is that it does not explain why some people with these traits are successful leaders and others are not.

The second theory is the behavioral theory of leadership. This theory suggests that leaders are made, not born. The behavioral theory of leadership focuses on the behaviors of successful leaders, rather than their personality traits. This theory suggests that there are certain behaviors that all successful leaders share, such as being decisive, setting clear goals, and delegating tasks. It argues that leadership is a skill that can be learned through training and experience (Hagger, 2019). The problem with this theory is that it does not explain why some people are better at learning this skill than others.

The third theory is the situational theory of leadership. The situational theory of leadership is perhaps the most widely accepted today. This theory suggests that there is no one best way to lead. Instead, the best way to lead depends on the situation. The problem with this theory is that it can be hard to know the best way to lead us in a particular situation.

The fourth theory is the transformational theory of leadership. This theory suggests that leaders can transform their organizations by inspiring and motivating their employees (Purwanto, 2019). The problem with this theory is that it can be hard to measure the impact of a leader's inspiration and motivation.

The fifth theory is the transactional theory of leadership. This theory suggests that leaders get things done by exchanging rewards for compliance (Purwanto, 2019). The problem with this theory is that it can lead to a transactional, rather than transformational, leadership style.

The sixth theory is the authentic leadership theory. This theory suggests that leaders must be authentic to be effective. The problem with this theory is that it can be hard to define what authenticity means (Johnson, 2019).

The seventh theory is the servant leadership theory. This theory suggests that leaders should serve their employees and help them to grow and develop (Heyler, 2018). The problem with this theory is that it can be hard to balance serving employees with the other demands of leadership.

The eighth theory is the leadership grid theory. This theory suggests that there are different types of leadership styles and that the best style depends on the situation. The problem with this theory is that it can be hard to know when to use which style (Balbuena, 2020).

The ninth theory is the path-goal theory. This theory suggests that leaders should help their employees to achieve their goals (Olowsoelu, 2019). The problem with this theory is that it can be hard to know what goals employees should be working towards.

The tenth theory is the leadership development theory. This theory suggests that leaders can develop their skills and knowledge over time. The problem with this theory is that it can be hard to know where to start when developing as a leader (Chesley, 2020).

There are many different theories and models of leadership and management. Each of these theories has its strengths and weaknesses. You should choose the theory or model that best fits your situation and your goals.

Application of these theories and models in my work at Tesco

As a project manager at Tesco, I have found that using relevant theories and concepts helps me to understand and evaluate my leadership process. In particular, I find that the behavioral theory, situational theory, transformational theory, path-goal theory, leadership development theory, and Leadership grid theory are all useful in helping me to understand my leadership process and how it can be improved.

Behavioral Theory

The behavioral theory of leadership states that leaders can influence their followers by their behavior (Deshwal, 2020). I tried to be a good example to my team by being punctual, professional, and organized. I also communicated my expectations clearly and provided feedback regularly. I believe that my behavior had a positive impact on my team and helped to create a positive work environment.

Situational Theory

I was constantly aware of the changing needs of my team and the projects we were working on. I was flexible in my leadership style and was able to adjust my approach when necessary. I believe that this helped my team to be successful in a variety of different situations. I used several different leadership styles during the project, depending on the situation. One leadership style I used was that of the directive leader. This was necessary at times when the team needed clear guidance and direction to stay on track (Pauley, 2020). I would provide them with specific instructions and expectations, and ensure that they had the resources they needed to complete their tasks. Another leadership style I used was that of the supportive leader. This was important in helping the team to feel valued and appreciated, and in creating a positive and supportive working environment. I would take an interest in their welfare, give them encouragement and praise when they did well, and offer help and advice when needed. I also used a participative leadership style at times, involving the team in decision-making and giving them a sense of ownership over the project. This was important in keeping them engaged and motivated, and in ensuring that they bought into the project and its aims (Spadde, 2020).

Transformational Theory

The Transformational Theory was very helpful in guiding me through this process. I found that by using this theory, I was able to effectively communicate my vision for the transformation to my team and help them understand how their roles fit into the bigger picture (Siangchokyoo, 2020). Additionally, the theory helped me to develop a plan for how to best utilize my team's strengths and weaknesses to achieve our goals.

Leadership Grid Theory

I used the Leadership Grid Theory to evaluate my leadership process. I felt that I was an effective leader who was able to get the job done efficiently and effectively. I was also able to motivate my team and get them to buy into the project. However, I was not always able to maintain a good relationship with my team. I tended to be too demanding and expectations were often not met. This led to some tension and conflict within the team. I also found it difficult to delegate tasks effectively, which led to some team members feeling overwhelmed (Garza, 2018).

Leadership Development Theory

As a project manager at Tesco, I was responsible for leading a team of employees in the development and implementation of a new leadership development theory. The situation I found myself in was one where my team was not performing as well as I had hoped, and I was forced to take a more hands-on approach to get the project back on track. Looking back, I can see that my leadership style was more directive than transformational. I was very focused on getting the job done and ensuring that my team met all of the deadlines. While this was effective in getting the project completed on time, it did not allow for much creativity or innovation from my team members. In hindsight, I would have liked to have been more supportive and encouraging of my team and allowed them more freedom to experiment and find new ways of doing things. This would have not only built their confidence and competence but also allowed us to develop the project more organically and efficiently (Frawley, 2018).

My own experience and development in leadership

I had to Possess a strong technical knowledge to understand the engineers' work and be able to communicate with them effectively. I also had to be able to manage and motivate a team of people, as well as deal with difficult situations and challenges. The project was a success and was completed on time and within budget. I was very proud of my team and their achievements. Since then, I have continued to work as a project manager at Tesco, leading a variety of different projects. I have gained a lot of experience and knowledge in leadership and management, and I continue to develop my skills in these areas.

One of the most important things I have learned is the importance of clear and effective communication. As a leader, it is my responsibility to ensure that my team is always aware of our goals and objectives and that they understand how their work fits into the big picture (Dalton, 2020). I have also learned the importance of setting a good example for my team – if I am not willing to put in the hard work, how can I expect them to do the same? I have also developed my decision-making skills over the years. As a leader, I often have to make tough decisions that will impact my team, and I have to be confident in my abilities to make the right call. I have learned to trust my gut instinct and to consult with my team before making any final decisions.

I have been able to successfully lead projects by setting clear objectives, timelines, and expectations. I have also been able to effectively communicate with project stakeholders. I have been able to develop my skills and abilities through my experience by managing projects effectively and efficiently. I have also been able to develop my leadership skills through my experience. I have been able to learn how to effectively manage projects, teams, and individual contributors. I have also been able to learn how to effectively communicate with project stakeholders.

I have also learned the importance of being flexible and adaptable. No matter how well I plan, there are always going to be unforeseen circumstances that arise (Hossain, 2018). I have learned to roll with the punches and to always be prepared to adjust my plans accordingly. I am constantly striving to improve my leadership skills, and I am always looking for opportunities to learn from others.

Conclusion

Leadership is a complex and multifaceted concept, and there is no single "right" way to lead. The most important thing is to be aware of your leadership style and how it might be affecting your team or organization. If you're not sure where to start, try observing yourself in a leadership role and taking note of your behavior. From there, you can begin to identify areas where you might need to make some changes. An important part of being a leader is continuous learning and development. There will always be new challenges and opportunities to grow, so it's important to have an Action Plan in place to identify these areas and make a commitment to improving your skills.

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Appendices

What are my Leadership development Objectives?	What leadership activities do I need to undertake to achieve my objectives?	Where will I develop my leadership to achieve my leadership objectives?	Target date for achieving my objectives
Effectively lead a team/organization	Some activities that may be beneficial include: holding regular team meetings, delegating tasks and responsibilities, setting clear goals and objectives, providing feedback and coaching, and fostering a positive and productive work environment.	At team project	31.08.2022
Inspire others to achieve their goal	Providing clear and concise direction, Motivating and encouraging others, Leading by example	At a team project	31.08.2022
Make decisions	Modeling good decision	At workplace	31.08.2022
Interpersonal Skill	-Leading by example and modeling desired behavior -Encouraging two-way communication and dialogue -Fostering a climate of respect and trust	At workplace	31.12.2022
Ability to communicate	-Facilitating communication between team members -Model effective communication myself	At daily life	31.07.2022
Skills in conflict resolution and	-Encouraging team members to openly communicate with each other	At workplace	30.11.2022

negotiation.	about potential areas of conflict -Create opportunities for team members to practice resolving conflicts with each other in a safe and supportive environment		
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