COVER PAGE AND DECLARATION

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Leading Organization

MGT560
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Introduction:

LM Hotel, it is the name of ancient culture built for 40 years in the country of Sudia Arabia. While growing up, I used to listen to historical tales about the beauty of the place where pretty princess are having their wedding parties and wealthy families are staying over for gathering. It is the first name representing classical social events. Huge building over tremendous green landscape capturing the eyes from first sight. It is known for the beauty and luxuries hospitality style.

Such an amazing organization owned by international company should be built over a stable fixed principles for long term goals. If I will define its goals, I'll mention it briefly, its vision _to be the world's favorite travel company_ and proposing bridging cultures and inspiring, discovery around the world.

For Associates- by focusing on put _people first_ core value, promoting _opportunities, community, and purpose_ for all, striving to inspire people to live the core value.
Customers- by creating platforms to deliver incredible experiences and genuine hospitality for guests.
Owner franchisees- by harnessing the power of the company's brand portfolio and the member's investments.

Company's value is sitting standards for how to act as conduct the business and make the culture more vibrant. **Put People First - Pursue Excellence- Embrace Change- Act with Integrity- Serve The World.**

Associate Value is putting people first by focusing on what fuels inspiration and generate trust between the company and its associates. **Opportunities- Community- Purpose.**

That was the company vision, let me now define the perfect leadership vision should be applied in any organization to reach the top limit of success, leadership as considered art & since, We care more about the human side of leadership which is critical to make emotional pound between leader and his followers. Another connection should be between them to motivate the followers. A leader can be any person, who influences others to obtain our vision and provide creativity and the best of their abilities. Not only being practical. To establish goals and lead them to be more effective. It is normal in human nature to gather choosing one person to be leader according to his qualification and his interpersonal influence. Assuming hierarchy in groups, experience is a great source of leadership. But sometime young genius people can be promoted early according to their high level abilities to reach division head. Smart person mainly will manage to lead by wisdom so he can get loyalty from his followers. If he can give the employee his rights and all benefits then guide them toward great production, he will be able to build stable organization where all people feel safe, committed and responsible. Successful leader is more efficient, doing the right things and managing developments of manpower before the work. They concentrate to the maximum to be productive and investing and motivating people. They also take care of training poor team members.

Analysis Company's leadership style:

First impression and expectation:

At the day of my interview which was appointed with HR manager to test my abilities as a potential leader for foreign staff of housekeeping department. I was describing my vision to how to build a team of loyal cleaning experts' giving full production effort, loyal performance and commitment for team work. I remember being enthusiastic full of persistence to make it real. Mr. Manager was amazed by the confidence of this vision so he had to beautify the environment and increase the possibility of support as he said if you can do it you will succeed. Of course they called me for one purpose, they need to enhance the production of staff and also receiving better quality of work. It is possible of course, but nothing can be done for free! If you want to receive you must be a smart giver.

The organization clearly requested from me to analyses and define the defect that is effecting staff performance and loyalty. They express the concern of developing 21st century approach to better way of communication within the establishment. And to build a plan to train all management leaders how to interact and influence their teams.

Deep insiders look among the team:

At first, I needed to observe through all details and look for the weaknesses points in order to define perfect solution. It was not easy to do so. Specially when I'm new to the place and must know all details and read faces with body languages too. I started to interact with the team members quietly aiming to gain trust and get directly honest acknowledgment. Obviously, there is something wrong! I see unsecure employees, they seemed full of boredom and dull! They clearly prefer to pass the working hours safely with no mistakes. Cause as I understand, they fear punishment! This is not good. This is not the way to build loyalty among the team nor create encouragement environment to get the perfect production. Actually, I was shocked when I went deep to discover that all workers are planning to leave the establishment at first chance! Why it's that bad. First line leaders too, they only follow direct orders with no delegation to manage operational needs. There is no leadership at all. There are only orders to follow to avoid suspension or salary cut. But what about long-term goals? What about creativity and confidence? the organization must care of retention to survive. Or it will be destroyed by its own leader. Believe me Mr. Manager, you are going wrong direction.

Criticizing the leadership practice:

To criticize this style, I can briefly say that it must be dramatically shifted. Leading an organization must be built upon well planning and influence team members to develop their abilities. It's the opposite here, it's going on by restricting and killing the goodness inside employees' even if it was alive! Leading by fear is not a leadership at all. It is only management to destruction edge. Imaging having a enthusiastic trained ambitious employee, he entered the place with full positive energy. But first deal was to offer lower salary case we need to examine his abilities. And of course, he will agree to get the job guaranteed, then they will keep their promises when I succeed! 'He thought'

Starting to master and think of details to improve the department, making good relationship with the team and searching to use technology too. Other colleagues were frustrating him not to proceed, there no point of trying! It is always the same result. 'They said' but he kept trying while also waiting from that leader to note his progress as much it is shown in guest feedback, but it seemed really useless at some points. Motivational attitude didn't vanish, but it starts to decrease slowly 'my leader does not care!' too bad

That was not only the case, unfortunately, at some cases, where he needed to be guided, he gets punishment and blamed. So, what to do next? 'If I'm doing it wrong? What is the correct know how?'

Results are killing the passion, Confusing employee, fear of punishment, and finally zero loyalty for the hotel!

That was one story among other similarities. I'm trying to think clearly of some short points to level up the production, but it depends first on management attitude to replace fear with loyalty. It's not a mistake to create emotional relation with your team member. Consider not only applying the roles but think more to give it a soul. Briefly I advise to follow few points if you are seeking employment retention:

- Choose good qualification for the right position
- Give salary that equal to required working effort.
- Handover clear responsibilities.
- Build motivational teamwork environment.
- Guide and inspire employee and set goals.
- Encourage and appreciate to build loyalty.
- Clarify future improvement plan.
- Be firm and fair.
- Keep your promises.

"INSPIRING, MOTIVATING and HELPING other people achieve things they never thought were possible; SETTING A GOOD EXAMPLE, basically – that's what leadership means to me."

New Leadership strategy plan:

Leadership is ACTION not a position,

I'll think widely to fix what I see of defect in this organization. To try creating leaders more than managers among the team. It is not easy unless to be accepted by everyone to enhance the changes positively. Leadership is connected to our culture, but for being effective, we must consider the difference between managers and leaders. Managers are focusing on present situation & implementing an existing policy's' structure while leaders are creating future & initiating new policies, they also establish emotional bonds with their followers using personal power.

For being effective, you must go deep inside operation details and avoid possible defects that can be obstacles toward success. For being good influencer, you must be thinking of emotional boundaries between team members. Consider their mindset and encourage their enthusiasm.

Evaluation of current leadership style:

I would like to be realistic and think that some of managemental styles are based upon commitment and restrictions. Specially the old historical way that increase the follower's obligation for being subordinators. I was trying to find an excuse for the organization leadership style, but it doesn't work! They only increase the frustration and kill the spirit of teamwork environment. In my opinion, it takes courage and vision to a leader, it needs to have the soul to create spirit.

 So, I consider this style a failure for long term non accomplished goals. At some point, it will lead to huge breakage among the establishment reaching a point of qualification loose or at least empty mindset workers. And for sure the production of team will be decreased to the minimum timely managing only!

There are many differences between individuals, personality, cultural backgrounds, and learning level. It is all elements to define people's abilities. There is also the morality that we're raised to from our parents. Individual characteristics are more important to build a leader and to manage followers too, every person has his key factors to be treated with. Case personality can not be changed but prospective could. To translate your thoughts to action and create acceptance from team to support by controlling their attitude & behavior but while coaching not pushing. It is important to keep employees feeling they are in their comfort zone. This way their behavior will be smooth operating the operation. This is normal team member, if you note a person creating or fighting for a change or let me say going out of the comfort zone, so, you are witnessing a creation of another leader. Specially if he has the personality traits that goes with MTI test for leadership analysis.

If you are seeking an achievable goal, you should build and maintain trust. A trust of loyalty and a trust of delegation. Not to be controlling! No, it's the wrong way leading to disasters. Think wide and UpToDate for this generation. Go forward tot backwards. Case the new mindset can achieve all goals with persistence and courage. They are focusing to learn and reach the creative goals. With the joyful trustful journey. They are flexible to the max and creative with no fear. They master the new technology to connect all generation among the worlds. They are the future of industry by interacting with simple natural attitude and creative encouragement style. They try while learning not only following with closed eyes. They have the willingness and ambitious and emotional practical intelligence to be good leaders.

A combination of great abilities with clear direction, can be massive non imaginable factor to have the successful leadership style that any organization is wishing for.

Suggestion of new leadership culture:

First step to prepare a successful organization must be choosing the perfect candidate for each position. Any one can learn and enhance his abilities by practicing regular tasks. But leadership is not learned, it's an emotional intelligence existing within the personal character and combined with creativity, confidence, and persistence. If we master the great start, then all will follow perfectly. By dividing the organization to small communities each one led by an intelligent mindset leader, they will manage their small team toward successful production and improvement delivered to upper management. Specially talking about middle management leaders, they are in a connection point between lower employee and top managements. So, they should have the skills to deal with both levels. Follow this and create stable base for your team.

Then, delegate tasks according to qualification and abilities. Of course, not all employees are equal, so it better to observe and analyze the excellence of progress to use each one in his perfect role. Delegate abilities. Never forgetting to consider their ambitions and will to succeed and this will be great factor to enhance the training programs inside the departments.

After that it's important to make all employees feels like they belong to the place, cause if they showed loyalty, they would give full perfect production. A good salary, a healthy work environment, and clear responsibilities.

Clarify and never mix department direction of responsibilities. In another word, be firm and fair. Cause when you want to have the authorities to control or punish any short among the workers, you must care of giving all rights and training and guidance first. Having integrity!

Communication 21ˢᵗ century plan:

We have built the basic, now it's time to go deep imagining the operation smoothly among the team. Communication is the key factor to connect every corner of department in one point. How can I deliver or pass information, how it's possible to handover between shifts and keep all tasks clear and knowledgeable?

Obviously, we use the latest easiest way to communicate! I suggest using the social media application. Not formal mails except most important departments' feedback. But among the department, using informal data will ease the process and build an emotional connection between coworkers. Talking pictures and showing videos uploaded to social media to create memories and reminders of every moment happened while making the success possible.

Leadership Quotation:

- "If your actions inspire others to dream more, learn more, do more and become more, you are a leader." -John Quincy Adams

- "Innovation distinguishes between a leader and a follower." -Steve Jobs, Apple co-founder

- "Do not follow where the path may lead. Go instead where there is no path and leave a trail." -Ralph Waldo Emerson

- "The true mark of a leader is the willingness to stick with a bold course of action — an unconventional business strategy, a unique product-development roadmap, a controversial marketing campaign — even as the rest of the world wonders why you're not marching in step with the status quo. In other words, real leaders are happy to zig while others zag. They understand that in an era of hyper-competition and non-stop disruption, the only way to stand out from the crowd is to stand for something special." -Bill Taylor, from article "Do You Pass the Leadership Test?"

- "Leaders instill in their people a hope for success and a belief in themselves. Positive leaders empower people to accomplish their goals." -Unknown

- "The very essence of leadership is that you have to have vision. You can't blow an uncertain trumpet." -Theodore M. Hesburgh

- "Leadership and learning are indispensable to each other." -John F. Kennedy

- "A good objective of leadership is to help those who are doing poorly to do well and to help those who are doing well to do even better." -Jim Rohn

- "The single biggest way to impact an organization is to focus on leadership development. There is almost no limit to the potential of an organization that recruits good people, raises them up as leaders and continually develops them." -John Maxwell

- "The pessimist complains about the wind. The optimist expects it to change. The leader adjusts the sails." -John Maxwell

Conclusion:

Is leadership existing ability or learned?

The concept of leadership can be originally among the personality of a person by his character or even by his will to learn and develop, it's tow coin sides'. Leader development is expanding the person's capacity to be effective in leadership role. As it need continues enhanced learning and development, not only for taking decision but so we can perfectly create a connected team gathering to achieve the vision of success.

At any organization, a person will start as a number of employments among new team members, no connection or motivation at all except the payment of salary and his own well to work. Later, time will create deep emotional loyalty only if the environment is well prepared. But the act of loyalty cannot be for lifeless establishment, it is the daily actions & interactions between colleagues to pass daily operation by making new memories to be kept. The joyfully success and sadness of failure both are fundamental during the process, but unconsciously, you'll see depth of smooth thoughts' adaption among the team. A perfect team where they accept their differences, they gather in one practical dimension to create a work style that fits to everyone's' ability while integrating conflict and reconciliation too. A perfect team cannot be created unless there is a great leader who is influencing his group members' by strengthening their confidence, guiding their mindset, and revealing their weaknesses. A great leader will interact with each member as if he is the next leader to be! Despite the defect of lower abilities or frustration of normal lifestyle. Because leadership not only a trait to be born with, but it can also be motivated extremely. Of course, it's not easy at all, it takes courage & vision with integrity to build future leaders, and it requires patience to receive loyalty.

We have passed by every step to analyze LM hotel as a study case to rebuild the leadership style avoiding all defect that currently exist. And it took too much time to evaluate each person while creating a plan to interact and extract goodness might be available and motivate what could be. From the point of my view, I strongly recommend the management leaders to start choosing good candidates for implementing the change. Otherwise, this organization is falling toward its end!

Leadership is not an individual act, it's cooperation to think widely till you can taste success through your vision. I had the chance to experience both environments. It was an extraordinary success to be one of the greatest work environments despite salary or local business. It was enough to be one of them to reach satisfaction. However, controlling managers on another side among another place was spirit killer.

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