

# AC202205020

*by Anonymous Assignment*

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## **Issue**

### **Details**

I have been working in Phoenix Datacom as an HR (Human Resource) Manager for the past two years. This experience has entitled my professional growth with an experience to manage numerous issues between management leaders and employees as an efficient observer and listener. Maximum issues handled by me were related to conflict of interest between hierarchy and staff members. In this scenario, application of contingency management theory is relevant for the mitigation of discrepancies through active listening and change implementation (Blanchard & Broadwell, 2018, p.06). Nonetheless, recent events have imposed a dilemma for the disruption in workplace that required change management with innovative strategies.

This organisation has planned to implement centralised notification system for monitoring and controlling workforce performance. Implementation of a centralised notification system allows management leaders to identify issues among employees and deliver rapid solutions (Buchanan & Huczynski, 2019, p.07). This system seems to be effective in my perception, to influence organisational growth with the enhancement of communication channels at workplace. Contradictorily, staff members are resisting to this change due to added responsibility of addressing management at every step of workforce progression. Added responsibility of maintaining communication-based relationship requires employees to develop information set for transferring data (Chin et al. 2017, p.08). This information management system required provision for training to existing employees.

I have encountered staff members to be obstructing these facilities for the added time and effort required from their part with financial benefits. As an HR Manager of Phoenix Datacom, I was responsible for the provision of training with the mitigation of these conflicts among staff members. Nonetheless, I have faced viable problems in mitigating these issues involving missing deadlines and ineffective workforce performance growth. Provision of suitable training method at workplace without any additional allocated time scale enforced me to mentor employees within working hours. Insufficient facilities for training and mentoring leads to the disruption of workforce and organisational potential

(Human & Pitsoe, 2019, p.28). Hence, I was unable to deliver optimum output for enhancing the current output range of Phoenix Datacom in the market.

### **Feelings**

I was unable to convey the contemporary job role of data management for the staff members of Phoenix Datacom that led to the disruption in workforce performance, based on my feelings. Lack of communication aptitude leads to the mismanagement of information developing confusions between management leaders and workers in organisations (Meyer & Meijers, 2017;2018, p.09). I feel that my inability to communicate the essentialities of central notification system has influenced the growth of conflict between staff members and management associates of this company. Contradictorily, meeting deadlines was my strength while working as an HR Manager in this company. I feel that contemporary job role description has imposed a viable responsibility on me to determine an effective learning method for employees.

Addressing innovative strategy of centralised notification system required effective knowledge management process based on data mining. This process requires optimum strategic thinking aptitude to address employee requirements and design learning plan (Northouse, 2018, p.10). I have been trying to improve lesson plans for managing time that has been causing workers to miss provided deadlines. Nevertheless, I have been unable to process effective solutions for the problems of Phoenix Datacom's staff members. Inefficiency in strategic thinking skill results in the obstruction of knowledge management process in workplace (Raelin, 2016, p.12). Hence, I feel that I lack optimum skill of strategic thinking that resulted in the failure of change management in this organisation.

Inability to develop feasible strategy to mitigate issues of knowledge management also highlights my inability to develop problem-solving skill. Effective measures to improve workforce management requires optimum skill of problem-solving aptitude to develop organisational performance (Sowcik et al. 2015, p.14). Nonetheless, I have determined that resolving my inefficiencies is essential for me to improve my employee management capability, and increase workforce performance for this organisation. As I feel that progression of problem-solving, strategic thinking, and communication aptitudes is essential for organisational performance development. Application of Kolb's reflective cycle is an

effective method for acknowledging self-improvement criteria and developing professional skills (Cordell, 2019, p.97). Thus, it has been determined by me that implementation of this model is appropriate for gaining optimum insight over my skill development plan.

### **Thought Process**

I have been thinking about consulting with my Senior Managers to understand their opinion on the effective process of skill development. Experienced management leaders provide valuable opinion that assists an employee to improve their workforce performance (Watson & Reissner, 2014, p.15). Application of communication channels like face-to-face interviews, conferences, online video calling and chatting groups seems to be viable options for enhancing my skills. Nonetheless, registering for an online course to develop skills through deep-learning will provide a viable opportunity for me to test my learning capability. Accessing secondary data allows employees to learn skills from verified information that influences workforce performance growth (Meuser et al. 2016, p.1375). Therefore, I have been thinking that assimilation of both primary and secondary format of data will be essential for me to improve my professional aptitude for enhancing Phoenix Datacom's workforce performance.

I have been thinking to applying constructivism for maintaining active learning developed on my present skills. **Constructivism theory** imposes environment of dynamic learning that entitles learners to process collaborative knowledge sharing process (Offermann & Coats, 2018, p.514). I think that this process will allow me to condition proximal development of skills. Nevertheless, **connectivism theory** is effective for technological and social knowledge sharing process. This theory designs and enables connections among learners through online learning communities (Jennings, 2007, p.519). In this scenario, I have determined that abiding by elements form these theories will be appropriate for me to attain success in learning professional aptitudes. Hence, I think that application of these theories will be essential for developing my skills to improve workforce performance of Phoenix Datacom.

In my perception, focusing on the learning process through internalisation of cognitive loads that will develop my learning experience. Orientation and motivation are essential for developing learning skills of employees through the development of learning

environment (Lejeune et al. 2021, p.1087). I think that application of factors relevant to constructivism will be effective for me to access primary format of data from my colleagues, and Senior Managers. This will assist me in developing my communication and strategic thinking aptitude. Contradictorily, elements denoted in connectivism will be suitable for me to access secondary format of data. In my opinion, developing an online community of learners will be feasible for improving my leadership skills based on problem solving.

### **Assumptions**

Accessing viable data sources will improve my skills to handle issues at Phoenix Datacom successfully. I presume that I will be able to improve my planning approach through the acquisition of optimum knowledge through my selected learning curve. Improvement of cognitive skills in leadership enhances workforce potential of a management associate (Boon et al. 2019, p.2499). Nevertheless, added responsibility from my current job role might cause disruption in my learning process. Contemporary method of notification system has not been implemented in the workplace yet. It can be anticipated that high work stress level will obstruct my learning potential. In this scenario, it can be highlighted that management of both work stress and learning program have to be administered by me. Simultaneously, I will be able to assess my skill development rate of progression through practical application. Thus, it can be assumed by me that attaining success with the current learning process will be difficult for me to administer with my current progression of workforce management at this company.

Improvement in my skills will have another obstruction for me regarding the acquisition of primary data from my seniors and colleagues at Phoenix Datacom. Accessing appointment from my senior management leaders will be a critical challenge due to clash in workplace timescale and interview process. In this scenario, I can assume that degradation of workforce performance will emerge as a critical problem due to untimely decision-making. Contradictorily, application of online interview is a contemporary method for accessing primary data to process personal skill development method (Hoch et al. 2018, p.502). Gaining appointment from my seniors after working times will be an effective solution to mitigate the issues of time management. I can presume that implementation of this feature will not disrupt my colleagues' and senior managements' working hours and will effectively improve my skills in leadership.

## Mental Models

I was influenced with the **Occam's Razor** model of expectations that indicates application of suitable measures for managing assumptions and focusing on output. Addressing suitable information transfer method entitles management leaders to manage shareholders' expectations and deliver optimum range of outcomes enhancing their level of satisfaction towards organisational performance (Gomez-Mejia et al. 2018, p.1370). Contradictorily, it can be determined that implementation of this mental model will cause discrepancies between management leaders and employees. Management of expectation requires information flow enhancement that influences growth of organisational performance through operational monitoring facility gained by management leaders (Dobrow-Riza et al. 2018, p.2559). Nevertheless, this scenario has been explained earlier to be devising critical issues in the workplace of Phoenix Datacom.

In my perception the next best action was **First Principles Thinking** model that requires accessing basic requirement of employees and management leaders to identify adequate solutions. This model focuses on four elements of assessing current scenario, determining the problem, consulting with experienced individuals for solution and implementing solutions (Bailey et al. 2019, p.482). These factors will be appropriate for me to develop optimum risk mitigation plans for the employees and management leaders of Phoenix Datacom. Nonetheless, I have identified that incorporation of this model will cause conflict of interest between the demands of employees and management leaders in the workplace. Hence, it can be determined that this mental model will not deliver the required outcomes that I assumed previously for enhancing workforce performance at Phoenix Datacom.

Another mental model that I was thinking about was **Bayesian Thinking** that considers improvement of personal skill with simultaneous implementation of innovative strategies. This model emphasises on the application of human and machine learning for enhancing skill-development probability in nominal time and cost (Ren et al. 2018, p.770). Self-improvement was my primary concern for enhancing organisational performance through the development of a positive workplace environment. This aspect will be possible by developing appropriate strategies of workplace mentoring and training method for



centralised notification system implementation. Thus, I think that this mental model will be appropriate for the progression of workplace performance at Phoenix Datacom.

## **Influenced Learning**

### **Methods**

As indicated earlier constructivism is the appropriate method for me to acquire primary format of data and enhance my skills. This procedure influences acquisition of **multiple intelligence method** that increases professional skills for an employee (McKenny et al. 2018, p.2910). In this set-up, it can be indicated that application of this method is effective for detecting innovative strategies to mitigate organisational problems. These factors influences growth of leadership capabilities by the implication of situated learning theory. Nevertheless, connectivism highlights the utility of team work in an organisation. This determines use of social learning method for an employee to address viable risk mitigation plans (Aguinis & Glavas, 2019, p.1058). Moreover, it can be determined that application of this method develops cognitive skills of an employee. These benefits are effective for enhancing organisational performance with the escalation of profit margin. Hence, it can be determined by me that incorporation of connectivism method will be appropriate for me to enhance my professional skills as indicated earlier.

Application of constructivism will entitle me to imply **experiential learning** method that provides a viable opportunity of accessing visual learning environment. This method introduces learners to contemporary channels of communication for improvement of cognitive skills (Hunter et al. 2019, p.1285). Implementation of this method increases employee motivation with the feeling of priority in organisations due to opinionated decision-making procedure. Nonetheless, it can be highlighted that this method influences development of servant leadership. Application of this method influences management leaders to process decision-making with the use of continuous information flow (Coombs & Laufer, 2018, p.201). This feature aligns with the factors of servant leadership that influences growth of negative workplace environment due to the influences of workers in hierarchical decision-making. In my perception, questions will arise based on my leadership skills due to the implementation of this factor that will cause organisational workflow disruption. Therefore, I have determined that there are viable threat for the implication of

this method at Phoenix Datacom resulting in the degradation of workforce potential in the market.

### **Reasons**

As explained earlier, application of multiple intelligence method will improve workplace environment with a viable positive impact of advanced communication relationship between workers and management leaders. This method is viable for improving workforce performance with the provision of facilities namely performance indicators in the organisation (Becker et al. 2018, p.1204). Nevertheless, it can be identified that application of this facility at Phoenix Datacom will prove to be a critical challenge due to the non-existence of adequate communication channels as discussed earlier. This method will impose a more significant range of work pressure for employees based on my perception. Hence, it can be determined by me that facilities of this method will be insufficient for enhancing workforce performance in Phoenix Datacom.

Application of experiential learning will substantially enhance workforce performance by rendering motivation in this organisation. Implementation of this learning method entitles management leaders to address team working criterion that increases workplace performance with talent management (Blanchard & Broadwell, 2018, p.07). This method is effective for determining the core problem of the organisation and implementing contingency plans for management. Contradictorily, it can be highlighted that enhanced range of communication is a vital criterion for this method that has been discussed earlier to be a major issue of Phoenix Datacom. Enhancement of communication channels is preeminent for rendering motivation at workplace (Buchanan & Huczynski, 2019, p.08). Therefore, it can be highlighted by me that implementation of this learning method will require optimum communication channels for gaining workforce output in the market.

### **Further Reflection**

#### **Deep Learning Methods**

I will be implying **classical neural network** as an innovative strategy for improving my workforce performance. Current issues identified by me involves the lack of communication and strategic thinking as explained previously. In this scenario viable Information

Technology (IT) solution for deep learning will be incorporation of neural networks for processing pixel data (Chin et al. 2017, p.09). This feature can be determined as effective for enhancing data management knowledge for me to enhance mentoring programmes for current employees to incorporate centralised notification system. Nonetheless, **recurrent neural network** is another viable method of deep learning that will enhance the processing format in natural language. This innovative method of deep learning influences growth of organisational potential with the development of technological facilities of artificial neural networks implementation (Human & Pitsoe, 2019, p.29). Therefore, it can be highlighted that application of recurrent method of deep learning will be appropriate for me to increase my workforce performance in Phoenix Datacom.

### **Justifications**

Application of recurrent method will be appropriate for this organisation to enhance its market potential with the implication of central notification system. This networking method is viable for developing strategic thinking skills with innovative solutions (Meyer & Meijers, 2017;2018, p.10). Incorporation of this deep learning method will substantially remove workplace communication barrier that has been highlighted earlier to be a critical challenge for Phoenix Datacom. Contradictorily, it has been discussed previously that classical network seems to be a critical challenge for this organisation due to the critical issues in data management. In this situation, it is understandable for me that application of recurrent deep learning method will be viable for developing workforce potential of this organisation. Moreover, this method aligns with the experiential learning and connectivism theory criteria. Hence, it can be indicated that implementation of this deep learning method will be feasible for Phoenix Datacom to enhance its communication range and for me to enhance my skills.

### **Contribution of Others in Learning**

As the HR Manager of Phoenix Datacom, I have been able to access viable dataset provided by my colleagues. Through enhanced team effort I have been able to achieve success in decision-making based on selective information management. My colleagues will further provide me with viable dataset for me to identify the appropriate method of deep learning and talent management. Imposition of team working criteria enhances workforce

potential of an organisation (Northouse, 2018, p.11). This aspect can be highlighted as the Critical Success Factor (CSF) for me to learn and apply my skills in workplace practices. Additionally, improvement in data management practices will be achieved by me with the help of my colleagues at Phoenix Datacom. They will be responsible for collecting secondary format of data from online and offline libraries for me to learn contemporary techniques of developing strategic thinking aptitude.

I will be accessing appointments from my Senior Managers as discussed earlier for setting video calling conference. This process will enhance my knowledge in problem solving and communication aptitude to deliver higher workforce performance in limited time scale. Confirmation from my management leaders has influenced me to access primary format of data based on their experience in problem-solving aptitude. Gaining information from senior management entitles employees to gain practical knowledge on skill development criteria (Raelin, 2016, p.14). In this situation, it can be determined by me that accessing these sets of data will deliver optimum results for me to attain CSF of enhances skill base. Nevertheless, I have understood that accessing secondary data will be quintessential for the improvement of my practical skills. This aspect indicates that application of suitable management theories will be preeminent for this organisation to impede discrepancies between management leaders and employees. Therefore, it can be highlighted that application of appropriate theories and practices has been implied further to further highlight the mitigation plan of organisational discrepancies accessed through secondary data.

### **Management Practices and Theories**

Applying **contingency theory** of management influences leaders to process situational analysis practices that influences growth of motivation factor for employees. This theory focuses on the current situation of employees and enforces management leaders to apply changes in leadership styles for addressing employees' requirements (Sowcik et al. 2015, p.15). Imposition of this theory influences growth of operational performance within an organisation resulting in the escalation of profit margin. Contradictorily, a counter effect of this theory is the development of servant leadership at workplace. As explained previously this style of leadership escalates employee involvement in management decision-

making. In this scenario, it can be determined that application of contingency management theory must be controlled by management leaders through the enforcement of information flow monitoring system.

This innovative system will be applicable for Phoenix Datacom through the incorporation of **systems theory** based on management. This theory focuses on the three-factor implementation namely application, analysis, and development of change in organisations (Cordell, 2019, p.98). Simultaneously, this theory is effective in implementation of continuous monitoring practices at workplace. This practice is effective in Phoenix Datacom for meeting the criteria of centralised notification system. Continuous monitoring assists management leaders to identify issues and deliver solutions in a rapid format through smooth information flow. These practices enhance workforce potential with the application of effective network distribution channels. Hence, it can be identified that application of factors based on these theories have not been implied before in the organisation resulting in the emergence of discrepancies between employees and management leaders.

### **Preferred Style of Learning**

I have identified that application of interpersonal and **social learning style** will be appropriate for me to access secondary format of information as discussed earlier. Application of this style enhances knowledge base of an employee with effective communication aptitude enhancement (Watson & Reissner, 2014, p.16). These factors have been highlighted previously to be significant for learning verified information based on the development of my strategic thinking skill. Nevertheless, application of **spatial and visual learning style** will be feasible for me to enhance my problem-solving aptitude with the current issues of communication in the organisation. This factor reduces the risk of miscommunication between educator and learner through valid data transfer (Meuser et al. 2016, p.1375). I will gain viable enhancement in my operational performance with these aspects of my learning style. Thus, as observable from previous discussions application of spatial and visual learning style will be appropriate for me to reduce the risk of miscommunication.

**Interpersonal and solitary style** of learning is another appropriate style for me to improve my strategic thinking aptitude. This style seems to be effective for enhancing a learning environment with the elimination of disturbances from peers. Accessing to a solitary learning environment improves concentration levels and emphasises methodological progression of knowledge gaining process (Offermann & Coats, 2018, p.515). In this scenario, it can be identified that improvement in workforce performance will be possible for me through this process. Nevertheless, it can be determined that application of this learning style will not improve my communication aptitude for the lack of socialisation criteria. I have understood from previous explanations that enhancement of communication is the prime criterion for developing workforce performance in the market. Hence, I can be indicated by me that application of social style of learning will be appropriate for me to improve my skill base and enhance my workforce performance.

### In-depth Analysis

Factors	Discussion
<b>Concrete Experience</b>	I have been experiencing critical issues in meeting deadlines for the mentoring responsibility that has been given to me by Senior management leaders of Phoenix Datacom. Administering training programme at workplace within working hours seems to be challenging for me. Moreover, workers have been obstructing change in current procedures for the additional effort of data management without additional payments.
<b>Reflective Observation</b>	In my opinion, I have been experiencing the beforementioned problems due to inefficiency in problem-solving skill. Additionally, I think I lack adequate communication and strategic thinking aptitudes. These issues have resulted in the failure of my training program for workers to learn the new concept of centralised notification system.
<b>Abstract Conceptualisation</b>	It has been indicated previously that assimilation of secondary and primary sources of data will be essential for processing skill improvement plan. Nevertheless, viable deep learning methods of

	recurrent and classical neural networks will be preeminent for me to achieve the CSFs of skill improvement to deliver optimum workforce performance in this organisation.
<b>Active Experimentation</b>	Milestones for my skill development plan will include implementation of learning curve, deep learning methods, accessing primary and secondary data, assessing my skills in practical field, addressing improvements, final testing of skills. These operations will require 12 months for me to attain.

**Table 1: Kolb's Reflective Cycle**

As discussed earlier, Kolb's reflective model will be appropriate for developing my professional skills as an HR Manager at Phoenix Datacom. Addressing requirements of deep learning is an innovative strategy that improves cognitive skills of a management leader (Jennings, 2007, p.520). In this scenario, I will be gaining optimum benefits through this 12 months' action plan. Nonetheless, identifying measures of assessing my improved skills will be quintessential for me to identify issues for addressing required improvements. Hence, further implication of SMART (Specific, Measurable, Attainable, Realistic, and Timely) has been processed to acknowledge required improvements in my skills after practical applications.

### SMART Plan

<b>S</b>	Specific	<ol style="list-style-type: none"> <li>1. Accessing primary data from my senior management leaders to improve my problem-solving skill</li> <li>2. Registering for online courses to assimilate secondary data for developing my communication and strategic thinking skills</li> </ol>
<b>M</b>	Measurable	<ol style="list-style-type: none"> <li>1. Implementation of KPIs (Key Performance Indicators)</li> <li>2. Application of benchmarking process</li> </ol>
<b>A</b>	Attainable	<ol style="list-style-type: none"> <li>1. Experienced opinion from senior management will be suitable for identifying core problem in organisations and developing mitigation plans based on their past strategies</li> <li>2. Registering in online courses will improve social learning environment for me to enhance my communication skill with</li> </ol>

		enhancement of knowledge base on strategic thinking process from verified information sets
<b>R</b>	Realistic	<ol style="list-style-type: none"> <li>1. KPIs address the required metrics of performance enhancement that will be acknowledged by me for addressing further implications in my current plan of self-improvement</li> <li>2. Benchmarking my criterion on communication and strategic thinking plan will entitle me to identify my current issues in Phoenix Datacom</li> </ol>
<b>T</b>	Timely	<ol style="list-style-type: none"> <li>1. 7 months</li> <li>2. 5 months</li> </ol>

**Table 2: SMART Objectives**



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