

Reflective paper

[Business](#), [Management](#)



8th April Part During my internship at Peytons General Supplies, my duties entailed preparing the quotations and emailing them to the customers. During my duties, I faced various challenges but based on his efforts to improve the productivity of the employees, the managing director adopted various motivational factors. One of the major aspects that the MD employed was the reward power. At the individual level, I was very motivated by the reward power that the management provided to me once I attained my monthly goal of dispatching 50 quotations to potential customers. In order to ensure that my duties were effective, I joined a group of marketers who assisted me with the customer's contacts. Thus, as a group, the reward power made us to create a strong relationship that resulted to improved performance. When analyzing at an organizational level, the reward power improved the profitability of the organization due to the improvement in the performance of the employees. As the result of the improved sales for Peytons, the firm attained a competitive edge. Thus, when analyzing at a global level, the firm was able to compete with other firms in the international market. During my duties, the managing director was very supportive especially when I was new in the company. This improved my attitude towards my work. At the individual level, improved attitude made me to have a positive view towards my duties that I once depicted as challenging. My attitude towards my workmates who were new to me also improved, thus I was able to ask for assistance. This implies that at the group level we viewed each other with positive attitude. Organizationally, the assistance that the MD provided to me made me to significantly contribute to the success of the company. When looked at the global level, I

became a person with strong willingness and positive attitude anywhere in work in the various parts of the world.

Part 2

The team I was involved was focused at meeting the deadlines by initiating a good communication system where each one of us was closely connected to another. One of the notable positive behaviors of my team was that there was a clear division of duties and each one of us was able to complete the duties on time. This was a good experience that we will adopt in our future endeavors as managers and leaders. Completion of the duties also made the team to effectively work towards the achievement of the team goals. The negative team-related behavior was that there were two members who were aggressors. Every new idea that the team leader introduced, other members of the team were given an opportunity to give a feedback. However, the two aggressors blocked the introduction of new concepts that were aimed at improving the performance of the team (Sheard and Kakabadse 13). This made other members of the team to feel annoyed an aspect that resulted to negative relationship between the aggressors and other members thus negatively affecting our functions.

Works Cited

Sheard, G and Kakabadse, P. A Process Perspective on Leadership and Team Development. *The Journal of Management Development* 23 (1): 7-14, 2004. Print.