

Current leadership frame of reference business essay

[Business](#)



WARNING: This Essay Has No Title!

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Compliance & Service

Vision

My vision is to become the administration manager by following my personal development plan to climb up the leadership ladder with determination and along the way learn and develop myself.

Values

My leadership development plan will keep a track of my actions and will always align me with the goals to be achieved. My strong family support and experience in life through good or bad times has given me a lot of determination and confidence to restart my life once again and build an image and career of my own. I have learnt to be more responsible, loyal and faithful and keep an open mind and efficiency during my development and growth. I believe in myself confidence and building a teamwork which should be enjoyed along achieving success in life.

Skill to be developed

Courage

The first skill I will develop in myself will be courage because leadership sometimes requires making harsh decisions and while choosing a path that goes against the norms requires a lot of courage. A courageous leader is needed in an organization because even though there a series of challenges and failure, a courageous leader is need to keep fighting and guiding their

employees through difficult times. Sunita Williams, an Indian American astronaut who holds the record for longest spaceflight and number of spacewalks by a woman. I have to admire the amount of work and courage it took her to move out of her comfort zone and lead expedition 33 to another planet. There is always great risk involved in space expeditions and to be the first women in longest flight and spacewalk is something that will forever be looked back on with great respect.

Effective Communication

Another skill which I would like to develop in me is effective communication because every business is comprised of people and therefore, to encourage, persuade and inspire these people a means of effective communication is needed. The importance of effective communication is to send message in such a way that it is clearly understood and inform, inspire and explain its reasons for the message. Some of the leaders are masters of public speaking such as Martin Luther King Jr. He was a preacher and used this experience and ability to engage people during speeches and challenge them in a way that only a few leaders could.

Delegation

Last, I would like to develop my delegation style because it helps a leader to build a good leadership practice that supports and develops staffs with desired business results. It is achievable by building confidence and competence in the employee's ability through supportive delegation. A leader needs to be clear and specific on what has to be delegated and then match the project to the staff that best suited to get the job done. Successful

delegation needs a follow up so that the leader can guide and assist the employee where needed and show appreciation by either rewarding or thanking of their hard work. Bill Gates retired CEO and current chairman of Microsoft, world's largest computer software company and he believes that delegations are very important for a business to succeed. He delegated tasks to employees and shared his knowledge and experience so that when he retires from the business, the business could continue with same effectiveness and today Microsoft has still maintained its same position in the world market.

Current leadership frame of reference

Currently, I am working as Administration Assistant at Prime Compliance & Service carrying out office administration work. I control and organize the vehicle job sheets and delegate the incoming compliance vehicle to the mechanical people. I am also a student at ATI doing diploma in management and upon achieving my diploma in management, I will be able to challenge for a management role in the organization.

Targeted leadership frame of reference

I want to become the administration manager so that I can manage the whole administration operations where I am not only organizing the job sheets but also managing and delegating the mechanical people and take important decisions in revenue management. Transformational leadership style has impressed me a lot while studying leadership theories and I would like to develop myself to become one. This is because " transformational leadership is about the leaders ability to motivate followers to perform

beyond what they would normally expect and have better performance outcomes in terms of organizational, task and followers' performance"(Brown & Arendt, 2011).

Opportunities for development

I am currently working as a part time administration assistant and upon completing my diploma in business management and more than a year of part time work experience will give me an opportunity to become administration manager. This will give me a kick start to my career and give more opportunities to develop my management skills and will help towards work permit and my permanent residency.

1st Goal

By the end of August 2013, I will gain complete knowledge on vehicle compliance and the types of compliance service offered by company.

Rational for development

This is my first step towards achieving my other goals and vision. As the position, working environment, product and service are new to me therefore I want to learn everything during my training as soon as possible and develop my skills accordingly. If I am able to fully achieve success in my first goal then it will mean that I am able to fully understand the importance of vehicle compliance and the types of compliance services offered by the company. I will be able to carry out the job I was hired for and organize my job sheets well. Furthermore, it will lead me to my second goal of knowing the customer and supplier.

Strategies to reach the 1st goal

During the initial training period of two weeks starting from May 1st 2013, I will make the most out of it by learning as much as I can and asking questions where needed. Important and difficult information such as MYOB operating instructions will be noted down so that it can be referred to whenever needed. Will carry out online research on New Zealand vehicle compliance rules and read and practice more MYOB readers manual during training period and in my personal time. During the training period I will strengthen my skills and opportunities and work and develop my weakness.

Timeframe

Starts 1st May 2013, for a period of ten working days

Resources

The most important and yet a scarce resource for me will be time because I will have to learn everything with two weeks because there will be no one in the office to help me again except the Director himself. I will heavily rely on the initial job training and will have to fix my time management as I will be working on both my job and studies.

Indicators/measures for success

I will be able to measure my success in this goal by; Explain the importance and relevant information about vehicle compliance to the mechanical staffs and customers without any referrals. Able to get competitive feedback from training and evaluated by the training during my training performance.

Entering all job sheets in MYOB and creating invoices and emailing them to

the customers on time. Able to take out weekly reports on income and expenses and debtors and creditors.

2nd Goal

By the end of the 2013, I will gain complete knowledge of my customers and suppliers and how to deal and negotiate with them regarding product and service cost and pricing.

Rational for development

This is my second step towards reaching my other goals and vision because after knowing my product and service I will develop my skills on knowing the customers and suppliers so that I am comfortable in dealing with them and meet their expectations. It will also help me to know the cost price of products across suppliers and negotiate through bargaining for the best price and quality of vehicle parts. This will help me to give out quotes and apply service fees accordingly. If I am able to fully understand my second goal then I will be able to understand my customers and reach beyond expectation in time. I will be able to gain knowledge on vehicle parts and each supplier's competitive prices and quality of their products. I will be able to reduce the cost by bargaining and increase the revenue for my company. Furthermore, it will lead me to my third goal of improving management skills and building a team work.

Strategies to reach the 2nd goal

During my first five months of work, I will learn and understand the existing customers demand, how to attract the new ones, creating an accounting system for them and most importantly making sales quotations. If needed

then I will always ask and confirm prices with the help of the Director. For quotations, I will practice and familiarise myself with MYOB so that it is easy to email quotations to the customers. I will also try to build new suppliers by checking out their quality, bargaining prices and create a credit account with them. I will familiarise with their online part ordering system so that it is easy for me to place orders without any delay. During this period I will build a strong business relationship with my regular customers and suppliers.

Timeframe

Starts first week of June 2013 till the end of November 2013

Resources

Again as I will be working and studying therefore time factor will always be a problem and scarce but I will keep my time management strong. Other resources needed are internet and software's such as MYOB and suppliers spare parts software. I will also conduct a research online to learn more about sales quotes, bargaining and customer satisfaction opportunities.

Indicators/measures for success

I will be able to measure my success in this goal by; The feedback I will get back from the company Director regarding my workRevenue reports stating decrease in the cost of buying products and on time payments from the customers holding credit in the companyFeedbacks from the customers and suppliers

3rd Goal

By the end of February 2014, I will develop and improve my management skill and build a teamwork that works with everyone.

Rational for development

This will be my third step towards reaching my other goals and vision because after knowing my products, service, customers and suppliers I will develop and improve my management skills and build a team work to create a more smooth and healthy business operation. If I am able to fully understand my second goal then I will have good management skills of managing administration work, control the product cost, manage sales, organize and prioritize jobs and work with less supervision. By creating a team work jobs will be carried out on time and without any hesitation and no one will rely on doing the job for each other but will always help each other. This will surely increase the productivity of the company. Furthermore, it will lead me to my fourth goal of helping in business growth.

Strategies to reach the 3rd goal

During these three months of work I will make the most out of it by learning from my previous mistakes and improving my management skills. I will work on errors and delays created previous weeks are improved and work on the reasons of the bottle necks and work on solving the issues. I will work and improve the efficiency of reports, quotations and efficiency with a follow up so that payments are made on time and received on time. I will also create and build teamwork by weekly conducting employee meeting to discuss the targets for the week, priority list, product list, work and safety issues and

basic vehicle compliance rules and regulations. This will improve the productivity of the employees and the company which will increase sales

Timeframe

Starts from first week of November 2013 till the end of February 2014

Resources

To improve my management skills, by this point of time I will have to be very efficient with all the computer software and manage things without any problem. Files and important information should be updated and kept and displayed well so that everyone can access it and administration work should be carried out without any problems. To create and build a team work I will have to refer to my books, academic notes and knowledge, online and office guides and regular meetings to discuss issues.

Indicators/measures for success

I will be able to measure my success in this goal by; The smooth running of business and less or no customer complaints
Weekly revenue reports stating increase in revenue through more jobs
Directors feedback, no repeat jobs and banking reports

4th Goal

By the end of April 2014, I will help in finding more customers to grow the business and source more suppliers who can supply quality parts at a very competitive rate.

Rational for development

This will be my fourth step towards reaching my other goals and vision because after knowing each component of the business well and smoothly running the administration smoothly I will be ready to take more challenges to help in the growth of the business. If I am able to fully understand my fourth goal then I will have a full knowledge of managing this business which will help me to become the administration manager of the business. A good leader should always perform jobs without hesitation and should have knowledge on everything in the business. By making new sales calls and competitive quotes to other car dealers I will attract more business. I will also approach new car parts supply companies to provide a price list and create an credit account so that car products are bought at a competitive price.

Strategies to reach the 4th goal

During these two months of work I will make the most out of it by learning from my company Director on how to price for the services my company provides and how to fetch for the parts needed to be replaced. Keeping efficiency and a track the customers by following up will surely give more business and if the quotes needed review to match other company's quotes then I would ask the company Director to help me review the quotes. I will keep a track of suppliers in order to maintain a good business relationship and help each other when needed. For example, buy some parts in bulk on a good deal for parts used every day.

Timeframe

Starts from first week of March 2014 till the end of April 2014

Resources

To help in business growth I will have to increase the sales and keep the costs as low as possible therefore I will have to make calls and search online the prices my competitors are offering in the market. Who has the best quality parts with the best prices? Quotes should be maintained in the system for up to three months so that it can be referred back when needed. Another important resource will be emails and by sending and replying on all follow up email will increase the efficiency and help in bring more sales to the company.

Indicators/measures for success

I will be able to measure my success in this goal by; Weekly revenue reports stating the revenue and sales growth
Weekly creditors and debtors list stating the growth in sales and efficiency in suppliers
Bank statements showing deposit growth and increase job sheets and invoices

5th Goal

By the end of June 2014, I will become an outstanding employee and complete my diploma in business management to qualify to become the administration manager.

Rational for development

This will be my final step towards achieving all my goals and vision after learning and developing myself with each business components and actively helping in achieving company growth I will be ready to lead the company's administration by myself. If I am able to fully understand my goals then I will be able to become administration manager and manage the business alone

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with guidance from the company Director. I will be able to take business decision based on my knowledge and experience and work under less supervision. I will be able to create a team work with the business environment and help build company productivity and growth by attracting more new customers while keeping the cost low.

Strategies to reach the 5th goal

During these three months of work I will make the most out of it by looking back on the previous month where either target were not achieved or the jobs got delayed for some reason. In the beginning of this period I will make a note of the mistakes in the previous months and how they were created? I will set an action plan by planning and focussing on those problems during this period and will try to fully eliminate those problems so that my administration skills sharpen and I am able to run the administration smoothly and effectively. Again focus will still be on weekly meetings where teamwork and delegation will be discussed and refreshing everyone on work and safety policies and rules and regulations of vehicle compliance.

Timeframe

Starts from end of April 2014 till the end of June 2014

Resources

To be very competent with the management skill, by this time I should be able to easily carry out administration work easily without referring to anyone or help of any documents or online guides. I should be able to use my knowledge, experience and my academic studies to implement

management skills and carry out tasks very effectively. Frequent use of emails and efficiently reply them should be on my fingertips.

Indicators/measures for success

I will be able to measure my success in this goal by; By writing a management report for the month where weekly activities will be noted and all the financial reports will be mentioned Customer and Director's feedback External job trainings Getting promoted to become the administration manager

Part B: Self Evaluation Component A

I plan to continue: By the end of July 2013, I will build more effective confidence in myself By the end of October 2013, I will try my best to become more responsible and take ownership of my actions By the end of year 2013 I will improve my skills and become more loyal towards my priorities such as work, family and study As Eleanor Roosevelt has said, " that you gain strength, courage and confidence by every experience in which you really stop to look fear in the face. You are able to say to yourself, ' I lived through this horror. I can take the next thing that comes along'" (Beasley, 1986). I plan to cease: As of today onwards I will stop bringing up the past By the end of May 2013 I will stop being sarcasm and giving cutting remarks to sound witty or clever By the end of mid 2013, I will stop holding information back from others to use as leverage I plan to follow what a very peaceful and favourite leader of mine Indira Gandhi once said, " My grandfather once told me that there were two kinds of people: those who do the work and those who take the credit. He told me to try to be in the first group; there was

much less competition" (Steinberg, 2008). I plan to commence: By the end of June 2013, I plan to gain more courage in my work and study so that I can make more effective decisions. With the next four months I will work and improve my communication skills to be more effective. By the end of October 2013 I will work and sharpen my delegation skills so that I can be accountable to others. To develop all the above within myself, a famous leader comes in my mind as Oprah Winfrey once said " As you become more clear about whom you really are you'll be better able to decide what is best for you the first time around" (Mair, 2001).