



Victoria University of Bangladesh

Final Assessment

(Course Title: Organizational Leadership in Tourism)

(Course Code: TMGT- 116)

Fall Semester 2022

Submitted to:

Chris Rozario

Lecturer

Department of Tourism and Hospitality Management

Victoria University of Bangladesh.

Submitted by:

Nayem

ID: 1517420081

Programme: BTHM

Date of Submission: 05/01/2023.

Ans to the question no- 2

Essential leadership skills :

Essential leadership skills refer to the core competencies and abilities that are necessary for an individual to be an effective leader. These skills are critical for successfully navigating complex and dynamic environments, inspiring and guiding teams, and achieving desired outcomes.

Leadership skills are the strengths and abilities individuals demonstrate that help to oversee processes, guide initiatives and steer their employees toward the achievement of goals. Leadership skills are an essential component in positioning executives to make thoughtful decisions about their organization's mission and goals, and properly allocate resources to achieve those directives. Valuable leadership skills include the ability to delegate, inspire and communicate effectively. Other leadership traits include honesty, confidence, commitment and creativity. In IT, executives are often required to be jacks-of-all-trades. In addition to being able to plan strategically, their leadership skills must also be directed toward risk management, disaster recovery, compliance and other aspects of data governance.

Top 5 Leadership Skills There are multiple leadership skills individuals need to be successful leaders in the workplace. I chosen the top five to create a great foundation for our first steps in becoming a strong leader-

- 1. Emotional Intelligence** – Emotional intelligence is not only about being self-aware but about having empathy too. To be self-aware we must identify that our emotions affect those around us. we also

need to recognize that our ego can sometimes stunt our progress as a leader. So, we will need to let this go in order to be aware of both our strengths and weaknesses. Empathy on the other hand is how we put ourselves in someone else's shoes. This will inevitably help us deliver constructive criticism fairly and wisely, whilst also being approachable and a good listener when our team needs help in difficult situations. Having these skills will make you more emotionally intelligent and in turn, we will gain trust and respect among our colleagues and teams.

2. Decisiveness - Decisiveness ultimately is the ability to make decisions quickly and confidently. Having great research, problem-solving and planning skills, where we can use our own experiences to confidently make decisions, for the best results, can really help us improve business efficiency. It's also good to recognize that having knowledge of each department and how the department operates can really strengthen our decisiveness skills, giving us that background knowledge to proficiently lead. Leadership courses are the best way to improve this background knowledge.

3. Communication - Communication skills not only mean effectively speaking clearly to a team but also writing, listening and presenting in a clear and concise manner. This is such an important leadership skill to have when there are so many different communication forms. This could include team meetings, one-on-ones and companywide presentations. All the while communicating through different workplace platforms such as phone, email, video meetings, chat, and social media. Plus, these conversations need to be constant with the employees and leaders in order to create a trustworthy open-door ethos within the organisation.

4. Motivation - To be a successful leader we need to inspire employees. we can do this through motivation. we need to learn how and what motivates each individual so that we can encourage them to be more productive and passionate about their work. An effective way to motivate is to provide them with recognition, this improves their self-esteem allowing them to confidently undergo more work tasks. Or we could give employees more responsibilities to increase their overall personal asset to the company.

5. Delegation - Taking on too many tasks is the downfall of many leaders. That's why it is so important to delegate tasks around the team so that our time and skills are better utilized. Leaders need to evaluate what their employee's strengths and weaknesses are to match the right task to the right employee. Leaders must also trust their employees, to create a strong team environment.

Ans to the question no – 4

Maslow's hierarchy –



The original hierarchy of needs five-stage model includes:

Maslow (1943, 1954) stated that people are motivated to achieve certain needs and that some needs take precedence over others. Our most basic need is for physical survival, and this will be the first thing that motivates our behavior. Once that level is fulfilled the next level up is what motivates us, and so on.

1. Physiological needs - these are biological requirements for human survival, e.g. air, food, drink, shelter, clothing, warmth, sex, sleep. If these needs are not satisfied the human body cannot function optimally. Maslow considered physiological needs the most important as all the other needs become secondary until these needs are met.

2. Safety needs - once an individual's physiological needs are satisfied, the needs for security and safety become salient. People want to experience order, predictability and control in their lives. These needs can be fulfilled by the family and society (e.g. police, schools, business and medical care). For example, emotional security, financial security (e.g. employment, social welfare), law and order, freedom from fear, social stability, property, health and wellbeing (e.g. safety against accidents and injury).

3. Love and belongingness needs - after physiological and safety needs have been fulfilled, the third level of human needs is social and involves feelings of belongingness. Belongingness, refers to a human emotional need for interpersonal relationships, affiliating, connectedness, and being part of a group. Examples of belongingness needs include friendship, intimacy, trust, and acceptance, receiving and giving affection, and love.

4. Esteem – Esteem needs are the fourth level in Maslow’s hierarchy and include self-worth, accomplishment and respect. Maslow classified esteem needs into two categories: (i) esteem for oneself (dignity, achievement, mastery, independence) and (ii) the desire for reputation or respect from others (e.g., status, prestige). Maslow indicated that the need for respect or reputation is most important for children and adolescents and precedes real self-esteem or dignity.

5. Self-actualization – Self-actualization needs are the highest level in Maslow's hierarchy, and refer to the realization of a person's potential, self-fulfillment, seeking personal growth and peak experiences. Maslow (1943) describes this level as the desire to accomplish everything that one can, to become the most that one can be.

Individuals may perceive or focus on this need very specifically. For example, one individual may have a strong desire to become an ideal parent. In another, the desire may be expressed economically, academically or athletically. For others, it may be expressed creatively, in paintings, pictures, or inventions.

Ans to the question no – 6

The 4 P's of leadership-

The "4 P's of Leadership" refers to the following four aspects of leadership:

1.Purpose:

A leader with a clear sense of purpose is able to create a vision for the future and communicate it in a compelling way. They have a clear understanding of what they want to achieve and are able to articulate it in a way that inspires and motivates others. A leader with a clear sense of purpose is able to make difficult decisions and navigate challenges because they have a strong understanding of why they are doing what they are doing. A leader with a strong sense of purpose is able to stay focused on their goals, even in the face of obstacles, and keep their team motivated and moving in the right direction.

2.People:

A leader who values people is able to build strong relationships, communicate effectively, and inspire and motivate others. They understand that the success of their organization is dependent on the success of their team, and work to create a positive work environment where everyone feels valued and supported. A leader who values people is able to listen and respond to the needs and concerns of others, creating a culture of trust and collaboration. They are able to identify and develop the strengths and skills of others, helping them reach their full potential and contributing to the success of the organization.

3.Potential:

A leader who is focused on potential is able to identify and develop the skills and abilities of others. They provide opportunities for growth and development and encourage their team to continuously learn and improve. A leader who values potential is able to create a culture of continuous learning and improvement, where everyone is encouraged to strive for excellence. By focusing on the potential of others, a leader is able to build a strong and capable team, driving positive results for the organization.

4.Performance:

A leader who values performance is focused on delivering results. They set high standards and hold themselves and others accountable for meeting these standards. They create a culture of excellence, where everyone is working towards a common goal and continuously striving to improve. A leader who values performance is able to create a system of measurement and feedback, allowing for continuous improvement and growth. By delivering consistent results, a leader is able to establish credibility and build trust with their team and stakeholders.

It's important to note that the 4 P's are interrelated and a successful leader will strive to balance all of them in their leadership style. A leader who only focuses on one or two of the P's is likely to experience challenges in other areas. For example, a leader who only focuses on performance and neglects the "people" aspect of leadership may struggle to build strong relationships and create a positive work environment. On the other hand, a leader who only focuses on purpose and neglects performance may struggle to deliver results and establish credibility. A successful leader will strive to balance all of the P's, creating a well-rounded and effective leadership style.

Ans to the question no – 7

8 essentials in leadership:

The 8 essentials of leadership refer to a set of core competencies or qualities that effective leaders possess. These essentials are considered critical for a leader to succeed in driving positive change and achieving their goals.

1. Vision:

A visionary leader is someone who has a clear and inspiring vision for the future. This vision helps to direct and motivate the efforts of others towards a common goal. A visionary leader must have the ability to articulate this vision in a way that is easy for others to understand and connect with. They must also have the foresight to anticipate trends, challenges, and opportunities, and be able to adjust their vision as needed. In addition, a visionary leader must have the ability to inspire and motivate others to work towards their vision, and to create a sense of shared purpose and direction.

2. Passion:

A leader with passion is driven by a deep-seated desire to make a difference, and this energy is contagious. Their enthusiasm and commitment are infectious, and they are able to rally others around a cause or purpose. A passionate leader also has a strong sense of purpose,

which helps them to stay focused and motivated, even when faced with obstacles or setbacks. Passionate leaders are also known for their ability to create a positive and energetic work environment, and for their ability to inspire and motivate others.

3.Integrity:

Leaders with integrity are known for their honesty, fairness, and ethics. They do what they say they will do, and are consistent in their words and actions. This builds trust with others, and creates a positive and productive work environment. Leaders with integrity also lead by example, and this helps to instill a strong sense of values in the organization. In addition, leaders with integrity are able to make difficult decisions that are consistent with their principles and values, even when it is not the most popular or convenient choice.

4. Strategic thinking:

Strategic leaders are able to think critically and make well-informed decisions. They are able to analyze complex situations, and identify the best course of action to achieve desired outcomes. Strategic leaders are also able to prioritize, and allocate resources effectively in order to achieve their goals. They understand the big picture, and are able to align their decisions with the overall mission of the organization. In addition, strategic leaders must have the ability to anticipate challenges and opportunities, and to plan and prepare accordingly.

5. Emotional intelligence:

Emotionally intelligent leaders are able to understand and manage their own emotions, as well as the emotions of others. They are able to build strong relationships, and create a positive and supportive work environment. Emotionally intelligent leaders are also able to recognize and respond to the needs of others, and this helps to build trust and collaboration. In addition, emotionally intelligent leaders are able to manage conflict effectively, and to find mutually beneficial solutions that meet the needs of all parties involved.

6. Adaptability:

Adaptable leaders are flexible, and able to adjust to change and new circumstances. They are able to pivot when necessary, and are not rigid in their thinking. Adaptable leaders are also able to embrace new ideas and perspectives, and are not afraid to experiment and try new approaches. This helps them to remain relevant and effective in a rapidly changing world. In addition, adaptable leaders must have the ability to anticipate and respond to change, and to lead their organizations through periods of transition and uncertainty.

7. Effective communication:

Leaders who communicate effectively are able to articulate their ideas and thoughts in a clear and persuasive manner. They are able to listen actively to others, and build understanding and collaboration. Effective leaders are also able to tailor their communication style to the needs of their audience, and are able to use different communication methods to reach different groups of people. In addition, effective leaders must have

the ability to influence and persuade others, and to build consensus around important decisions and actions.

8. Decision-making:

Effective leaders must have the ability to make well-informed decisions, even in uncertain and complex situations. They must be able to analyze data, consider different perspectives, and weigh the risks and benefits of different courses of action. Leaders who are strong in decision-making are able to make tough calls, and are not afraid to take calculated risks. They also understand the importance of delegating decisions to others, and are able to empower their team members to make decisions and take ownership of their work. Additionally, effective leaders are able to make decisions that are aligned with the mission and values of the organization, and that promote the long-term success of the organization.