Firstly, I would respond to the situation by firstly identifying the key stakeholders involved and the critical path involved. By doing this I will be then create and implement deliverables how to meet the requirements again. By identifying this it allows me to prioritise which project needs to be given more importance at this time. Whilst keeping that in mind, I would liaise with all the stakeholders. In my previous experience with working on projects it’s the little things that keep the stakeholders happy. i.e. giving them regular updates, ensuring that if a delay happens, they are swiftly notified. by doing this I am showing responsibility. Furthermore, I will then go to make a new and more approximate Gantt chart to make sure my deadlines are met and more of an approximate timeline. I perfected this while implementing my final year project during my last year of uni. It helped me figure out what task I will need to prioritise. It gives me time to consider the three projects and will give me a clear outline on what I can do and how I can handle 3 projects at one time. Another thing I will introduce is slack time in my charts to make sure I am not neglecting other projects. Slack time allows a delay to any given task of my choice which won’t affect any of my projects. Lastly. I will introduce crashing which is multiplying team members to get certain high priority tasks completed. This will then allow my project to get back onto track.

Being a team leader, it is mandatory that you listen to your colleagues concerns and dilemmas. Firstly, I will listen to the concerns and thank them for trusting me with this. After receiving the information, I will have to plan out how I would like to respond it and I will already think about what type of concerns they have. During the meeting, I will initiate the conversation and thank them again for arranging this meeting to discuss their concerns. However, I will try to not direct the meeting as they may feel awkward and might not express everything they want to say. At this moment I will sit and just listen as the only way to avoid a situation from getting worse, this is where communicating with colleagues or other members of staff is good. It shows that you can adapt to other people and you can be compatible. After listening to all their concerns, I would have noted down all of their problems. Furthermore, I start explaining the process again, stopping to ask if they have any questions and making sure that they are understanding every possible step. We don’t realise that the new systems change every day, we also must consider that there are more senior colleagues who haven’t grown up with much technology will find this harder. As more training is required it is my responsibility as a team leader to make sure that everyone is comfortable while also making sure that everyone receives the support again. After making sure that the colleagues are happy with the new system, I will also consider that colleagues can teach other colleagues as learning from someone you know and are more used to plays a better role in teaching.

The first step I would take in this decision making will be a marketing choice, which will be encouraging passengers travelling in and out of Heathrow to take short surveys. This will determine the amount of customer for an against the change in boarding flights. Subsequently after receiving the results my plan will be to instrument the idea into short domestic flights across the UK and EU. Considering the results after this I will then decide as to whether it should be introduced into longer and international flights. Next, I will then consider putting in security at the gates to help with anyone who has children, elderly or those who may have trouble understanding what to do. We also must consider anyone who has a disability. Some contradicting factors about self-serving boarding gates there has been a rising concern but also a new technology introduced. The good thing about having boarding gates instead of someone checking it is that boarding time can be lessened, this works out better for elderly people who cannot stand up for a long time and for people who maybe have a disability such as autistic and asparagus syndrome kids/ adults. Using biometric boarding gates, it’s been implemented in the past, it grants air passenger carriers to board 200+ passengers into one aircraft under an hour instead of it taking over and hour. Airlines have stated that there has been a 10 percent increase in punctuality for domestic flights. Another benefit of this is that the crew members can focus on more underlying issues, making sure that everyone is ready to set and go. However there are such instances where biometric scanning doesn’t play the best bit with humans, it really goes down to the reason you are travelling, for example families going on holiday in the half term, are more likely to be happier than someone travelling for the third time in the month, especially with “old school” people such as the elderly as they prefer someone being there to help them, as to them it helps add more value to them. Another concern is that it could go wrong, the problem is that a lot of people nowadays rely on technology for example the amount of plane crashes that has been caused by it, it raises concerns. Some say that it is more loyal than an actual person who checks passports, however some mention that you could be let through without a proper thorough check. In my opinion considering all these points, I will continue to plan and enforce self-serving boarding gates for business travellers mainly and then introduce family and the rest of the public. Its difficult to determine whether it will be a success and consider all the things necessary. What we will have to question now is that will this cause more of a problem. Once having this implemented I will look at the results after a week, a month, then 3 months, 6 months and so on, by getting regular updates about the progression of the gates, and include portals for customers to leave there experience and how to improve on the service.