

# SEP\_AIN3079

*by Student Help*

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## **RESEARCH REPORT/PROJECT**

## **Executive summary**

This report has shed light on evaluating the data collected from primary and secondary sources. This report has enlightened the main issues within the workplace of Londis in an effective manner. The report provides a discussion on the application of Gibbs and Kolb's reflective theories to ascertain their effectiveness in helping to analyse the placement issue at Londis. The discussion explains that the reflective theories have been useful in evaluating the range of management issues like poor communication at Londis. The report has mentioned the purpose and rationale of the study through providing relevant Aim and objectives. the study also highlights the various solutions in terms of developing the future career development plan. This study will focus on the fundamental challenges I faced during my working period in Londis, the supermarket giant in the UK. This will also focus on the basic objectives that I came across within the working period in the organisation. This article consists of the objectives that were going to be my weak points and will select the strengths of my strong points as well. The challenges that I faced during my working periods such as the communication gap with the training personnel, the lack of gaining knowledge from any segment, and the lack of maintaining calmness also elaborated here. The solutions to such problems, the expectations from the supermarket company in near future and the approaches that the company can make during the transition period are also elaborated with maximum examples regarding my entrepreneurship with the company.

This study highlights my experience to train new employees with the help of presentations. This study also focuses on the key aspects that are needed to boost leadership skills with an aim to manage the workforce of business organizations effectively and efficiently. Additionally, this study also discloses how effective time management and rapport can help in the training and development of employment, contributing towards potential growth opportunities of the business organization. Moreover, this study is based on implementing and executing effective presentations to convey ideas effectively. The study also defines the efficiency of intrapreneurial skills in developing leadership skills.



## **Problem identification**

### ***The utilisation of primary and secondary data***

#### ***Primary Data***

<b><i>Interview Question 1- What are your views about your satisfaction while engaging with Londis?</i></b>	
<b><i>“Customer 1”</i></b>	<i>“I would state that the brand offers quite attractive products and services but I think that they discriminate against customers based on ethnicity. So, I am not fully satisfied with the management team of this organisation.”</i>
<b><i>“Customer 2”</i></b>	<i>“I faced discriminatory behaviour while visiting Londis’s store as I belong to African origin. I will not engage with this organisation until they improve their management practices.”</i>
<b><i>“Customer 3”</i></b>	<i>“I am fully satisfied with the services provided by the organisation. I have been treated fairly while visiting the brand stores.”</i>

**Table 1: Overview of the responses to the first interview question**

(Source: Created by Author)

<b><i>Interview Question 2- What are the issues you faced while interacting with the brand?</i></b>	
<b><i>“Customer 1”</i></b>	<i>“I faced harassment due to excessively delayed delivery of products. The management fails to deliver the ordered products within the promised time which has caused intense harassment for me.”</i>

<b>“Customer 2”</b>	<i>“I also faced the same issue while receiving my ordered commodities within the stipulated time. The store manager of Londis promised me one-day product delivery but I received my products after 2 days.”</i>
<b>“Customer 3”</b>	<i>“I agree on this aspect as I also faced issues due to delayed product delivery.”</i>

**Table 2: Responses to the second interview question**

(Source: Created by Author)

<b>Interview Question 3- What are your views regarding engaging with the organisation in the foreseeable future?</b>	
<b>“Customer 1”</b>	<i>“I don’t think that I will visit Londis’ stores in future until they improve their management strategies.”</i>
<b>“Customer 2”</b>	<i>“I will not engage with this brand and perhaps will look for a better substitute brand that treats its customers with equal respect.”</i>
<b>“Customer 3”</b>	<i>“I think that I will interact with this brand in future if they tend to improve their management practices and deliver products within the promised time.”</i>

**Table 3: Responses to the third interview question**

(Source: Created by the Author)

#### **Analysis**

The above-stated tables provide a detailed idea about the responses provided by the selected research participants. Accordingly, it has been observed that the first customer faced ethnicity-based discrimination from the management team of Londis while visiting the brand outlet. In addition, the second customer has also been discriminated against based on racial origin by the

store manager of Londis which is a critical issue in terms of engaging more customers with the brand. However, it has been analysed that the third customer was treated fairly in Londis's store. Furthermore, it has been observed that customers are likely to face issues due to delayed product delivery due to poor management activities within the organisation. The management department of Londis failed to deliver products to the consumers within the stipulated time frame which has further resulted in the loss of customers. Accordingly, the chosen participants stated that they are not willing to engage with Londis until the organisation improves its overall management practices.

### ***Secondary Data***

Londis seems to face issues in terms of maintaining effective management practices which have been challenging for this organisation in delivering products to its customers within the promised time. Accordingly, multiple brand stores in Londis have been accused of making delayed product deliveries due to a lack of an efficient management framework (Betterretailing, 2023). Furthermore, customers are likely to avoid further engagements with Londis due to vulnerable management infrastructures which have eventually hampered the overall productivity of this organisation. On the other hand, employee discrimination has emerged as another major issue at Londis which eventually resulted in the degradation of workplace diversity due to poor management practices. In turn, it has been identified that employees belonging to "***Booker Retail Partners GB Limited***" are excluded from the workplace of Londis (Londis, 2023). This fact provides strong evidence about the fact the Human Resources (HR) management department of Londis exhibits discriminatory actions towards employees coming from "*Booker Retail Partners GB Limited*". In addition, the management team of Londis also excludes the immediate family members of staff coming from "*Booker Retail Partners GB Limited*" from residing in the working compound (Londis, 2023). Thus, it can be determined that management issues have been critical for the employees in terms of working more enthusiastically within the workplace of Londis.

On the other hand, Londis lacks security in the personal information and feedback provided by employees which can further be a major risk for the staff. It has been observed that Londis is less likely to guarantee the prevention of third-party intervention in any personal information provided by employees as the documents are exchanged through the public internet (Londis, 2023). Accordingly, the leakage of employees' confidential and personal data due to the

unauthorised intervention of third parties can put Londis' employees at great risk. Thus, it can be stated that the management team of Londis is not likely to be efficient and responsible in the context of maintaining the security and safety of employees' personal information against third parties like hackers and scammers. In addition, the management team of Londis seems to use internet sites and web resources handled by unauthorised third parties (Londis, 2023). In turn, this poor management practice of Londis is likely to be extensively vulnerable in the context of improving the security of employees' personal data and information.

In addition, the management of this organisation neglects the availability or accessibility of its official websites for allowing employees to engage with the brand which has been a critical obstacle in workplace communication. It has been recorded that Londis takes no responsibility for increasing the availability of web content in order to help its employees to interact actively with the organisation (Londis, 2023). Consequently, employees are likely to face difficulties while communicating with the brand from any flexible location due to the accessibility of Londis' websites and web content. Hence, it can be determined that management issues have emerged to be a critical barrier for employees while working enthusiastically within the placement.

#### ***Identification and exploration of a current issue***

Employees are facing issues in terms of interrupted communication, discrimination and a lack of content accessibility. Accordingly, it can be identified that ***poor management practices*** are a current issue in the workplace of Londis which is further resulting in an increase in the rate of employee turnover. Based on the ideas of Ključnikov et al., (2019), implementing effective management practices is essential for business organisations in terms of improving overall business performance by carrying out operational activities in a systematic manner. However, I faced discriminatory consequences from my higher management authorities while working in the placement of Londis as I worked at Booker initially. In addition, my family members were also not allowed to reside in the company's provisional apartment. Furthermore, Londis allowed all persons throughout the UK to take active participation in its <sup>1</sup> social media competitions such as "Facebook", "Twitter" and "Instagram", excluding the former employees of "Booker Retail Partners GB Limited" and their family members (Londis, 2023). This fact acts as evidence that the management infrastructure of Londis is extensively vulnerable and attempts to discriminate against employees who worked for "Booker Retail Partners GB Limited". Thus, it can be

analysed that Londis needs to strongly focus on improving its existing management aspects in order to create an inclusive workplace for employees and further motivate them to stay loyal towards the organisation.

Furthermore, Londis is unable to make timely deliveries of products to its customers due to poor management practices. Accordingly, it has been observed that customers are not likely to interact with the company due to delayed deliveries of products. Londis' stores have also been accused of failing to deliver products within the promised time (Betterretailing, 2023). Consequently, it can be determined that poor organisational management systems have been a critical barrier for Londis in the context of retaining customers for a long-term tenure due to delays in goods delivery. In turn, employees provide negative feedback on the performance of the employees in the customer support team. However, I strongly feel that the entire management team of Londis is directly responsible for making late product deliveries to customers due to a lack of uniformity. In addition, employees are unable to track the exact location of products that are out for delivery due to restricted access to the company's website. It can be highlighted that Londis does not allow employees free access to the company's web content (Londis, 2023). Accordingly, the customer support staff faces issues in order to monitor the accurate location of the deliverable products and further fail to inform the clients about correct delivery estimates. Thus, it can be stated that vulnerable management practices have emerged as severe challenges for employees to carry out their daily tasks uninterrupted.

Besides these issues, the HR management department of Londis is not likely to guarantee the security and safety of employees' personal information by designing a personal cloud platform. In turn, it has been observed that Londis is not responsible for ensuring the security of employees' private feedback and personal data from the unauthorised intervention of third parties (Londis, 2023). Consequently, I realised that exchanging and sharing personal data with the management team of Londis involves a high risk of data leakage that can result in the theft of my personal financial details such as credit cards. Furthermore, the management department of Londis is not responsible for the availability of web content and websites for a long-term tenure (Londis, 2023). Consequently, employees are likely to face obstacles while communicating with the organisation virtually through its official website. Based on the comments of Cakula and Pratt (2021), the implementation of appropriate digital communication channels like emails, websites and social media platforms enables employees to interact with the company from any

flexible location. Hence, it can be determined that the management team of Londis lacks the efficiency and capability of providing appropriate virtual communication facilities for employees.

The management department of Londis fails to conserve the privacy of employees' personal information due to a lack of a personalised cloud platform and website. Accordingly, it has been observed that this selected company uses websites and content which are handled by third parties (Londis, 2023). Consequently, allowing unauthorised third parties to handle the personal websites of Londis eventually involves a high risk of data leakage through hacking and scamming. I personally feel insecure while working as an assistant management trainee at Londis due to the risk of data leakage through pirated websites assessed by illegal third parties. Furthermore, the management or supervision team of this organisation is not liable for any sort of data loss or leakage through third-party activities (Londis, 2023). Therefore, I think that working at Londis involves a major risk of data leakage which can further result in the identity theft of their employees.

In addition, the management squad of Londis is likely to lack the efficiency of increasing the availability of online content on its website. Accordingly, employees seem to face obstacles in the context of amalgamating adequate information about the products and further fail to inform the customers about the benefits of the offered commodities. Furthermore, interrupted interaction between employees and consumers is eventually resulting in the degradation of transparency. According to the observations of Honora et al., (2022), increasing transparency is crucial for business corporations in terms of retaining customers for a long period by engaging them actively in the internal dimensions of the organisation. As an assistant manager trainee, I strongly feel that the production management team of Londis need to upload sufficient content on the official website in order to enable employees to interact more conveniently with customers by providing product information. Consequently, this organisation can successfully become more transparent towards its clients and further motivate them to stay loyal towards the company permanently. Therefore, I realised that the managers of Londis need to be instructed in terms of increasing the availability of online content on the company's official website in order to provide more product information for the customers.

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### **Purpose of the study**

The purpose of this study is to understand the different management issues in the workplaces of Londis in supermarket activities that I have faced while operating as an assistant manager trainee. The purpose of the study is to elaborate the clear ideas about the managerial issue that can be identified in the organisation. The study focuses on the communication issues of the company in terms of managing supermarket activities. As per the view of Kalogiannidis (2020), communication is an important process to manage business progress positively. In this context, the study addresses the poor communication of the company as an important challenge that the employees are facing due to the poor management system. Moreover, I have identified that the employees of the company are facing difficulties in completing business operations due to poor management practices. On the other hand, the poor delivery process is an issue of the company that the employees are facing during business operations. Accordingly, the poor management system is the purpose of the study that elaborates on the functional and non-functional approaches to business operations. In addition, the study incorporates the logistics issue of the company that impacts the business operations properly. Therefore, the purpose of the study is to generate the logistics issue of the company in terms of managing the business operations.

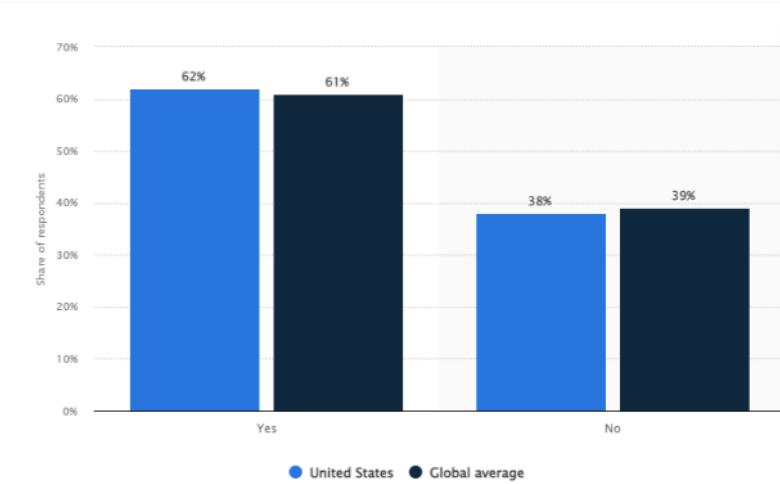
The significance of the study is to define the conflict that I have experienced in supermarket activities. The study highlights the challenges that the employees have faced during the delivery of the products. Accordingly, the customers of the company are not happy due to the poor delivery system that is referred to in this study. The purpose of the study is to determine the operational areas where companies are facing difficulties to operate. The study emphasises that the customer service of the company is not well-established in the competitive market. As per the opinion of Juanamasta et al., (2019), poor customer service creates difficulties in achieving a positive brand image. Therefore, the poor customer service of the company is the major issue of the company that is a difficult factor for gaining a positive brand image in the international market. I have identified the poor techniques that the company uses to manage business operations effectively. The study provides a clear idea about the poor human resource management of the company. The poor HRM management issue creates difficulties for the employees in the company to manage their respective job roles and responsibilities. Moreover, the study incorporates that the poor HRM management of the company is creating difficulties for the employees to access better business productivity in the supermarket business. Moreover, the employees face poor workplace culture due to the inappropriate management of human

resources. Furthermore, poor HRM management is causing a difficult situation for the employees in terms of completing the business operations at the proper time.<sup>10</sup>

The purpose of the study elaborates that the situation of the company is critical in the context of managing business operations. The improper delivery system of the company is creating challenges to meeting the requirements of customers properly in the business operations. Accordingly, it is an important aspect of the company that the study reflects regarding the poor delivery system of the company. The study emphasises the challenges that I have faced during the management of business operations. Moreover, the study includes the poor inventory system of the company that is creating difficulties in providing product delivery on the given time. In addition, the study provides a purpose on the functional and non-functional management issues of the company due to improper techniques. Therefore, it can be said that the purpose of the study is effective in order to evaluate the issues of operational management for the employees in the workplaces of the company.<sup>1</sup>

### **The rationale of the study**

The study has addressed that Londis is facing delivery-related issues in its business operations. The poor delivery system has created challenges for multiple brand stores (Better retailing, 2023). In this context, the poor management of the company is creating challenges for the employees to deliver the products on the given time. Accordingly, the poor delivery system impacts the customer value of the company severely. Similarly, the poor customer value impacts the retail business progress of the company poorly. In a survey conducted in 2018, 62 respondents identified that poor customer services impact business operations properly<sup>3</sup> (Statista.com, 2023). Similarly, the company can face challenges to gaining high business progress due to the poor delivery management system. The supply chain of the company is another issue for managing business operations effectively. As per the study by BAGSHAW and OGWU (2020), the management of the SCM process is necessary in order to provide on-time delivery to customers. Similarly, the poor SCM process of the company is creating challenges for the employees to provide on-time delivery to the customers. In a survey conducted in 2020, 41 per cent of the participants mentioned that the SCM industry had lost 50 million US dollars during the pandemic period (Statista.com, 2023). Therefore, I think that the poor SCM process is an important issue of the company that impacts the business operations negatively.



<sup>7</sup> Figure 1: Customers by share lost due to poor service experience U.S.& Worldwide 2018

(Source: Statista.com, 2023)

I think that discrimination is another important issue of the company that employees are facing in the workplace. I have identified that the HR managers of the company excluded the employees who belong to “**Booker Retail Partners GB Limited**” (Londis, 2023). It suggests that the company apply discrimination in the workplace that impacts the business operations negatively. In this context, Discrimination-related issues are the major cause for the employees to manage the business operations in the workplace. Moreover, discrimination among employees is creating conflict that impacts employee productivity properly. As noted by Setati et al., (2019), workplace discrimination impacts employee productivity properly. Similarly, it is important to note that the discrimination method of the company creates challenges for the employees to meet the business goals properly due to the fear of exclusion. In my opinion, workplace discrimination in the company is the reason for the poor business performance of the company in the competitive market. In addition, the discrimination issue in the workplace <sup>3</sup> creates difficulties for the employees to achieve the business objectives of the company positively. Hence, it can be identified through my observation that the company needs to apply a fair recruitment process in the workplace to mitigate discrimination-related issues.

I have identified that the poor information system of the company creates challenges for the employees to generate their personal information on the third-party application. As per the

evaluation by Vishnuramb et al., (2022), third-party applications raise cyber hacking-related issues for employees. In this context, the company can face cyber attacks on the information system due to improper management. The improper IS management of the company creates challenges for the employees to utilise the third-party applications properly. Londis use internet sites and web resources handled by unauthorised third parties (Londis, 2023). In my opinion, the company can access poor brand trust from the customers due to data breach issues in the information system. The organisational progress of the company can be disrupted due to the utilisation of unauthorised websites. In addition, the utilisation of unauthorised websites can create challenges for the company in managing the information on the business process. Furthermore, the poor IS system of the company is a crucial factor that impacts customer loyalty to the company positively. Thus, it can be determined through my observation that the company needs to make an appropriate network system to mitigate cybersecurity-related issues in the workplace.

In this context, the study focuses on the business management-related issues of the company Londis. The study includes the poor logistic system of the company due to improper management. Similarly, the issues that employees are facing due to the poor management of the company are evaluated in this study.

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### Aim

The aim of the research is to define the management issue of Londis that employees are facing in recent times.

### Objectives

- To identify the factors that are creating issues in the operational management of Londis
- To evaluate the impact of the poor management situation of the company on employee performances
- To determine the challenges that the employees are facing to complete the business operations on the given time due to poor operational management
- To incorporate effective strategies that can help to mitigate the management-related challenges of the company

### Research questions

- What are the factors that are raising issues in the operational management of Londis?

- What are the impacts of the poor management situation of the company on employee productivity?
- What are the challenges that the employees are facing to complete the business operations in the given time due to poor operational management?
- What are the alternative strategies that can help to mitigate the management-related challenges of the company?

## Theoretical analysis

### *Identifying issue*

Working in the “Londis” Supermarket, as an “Assistant Manager Trainee”, I came up with some other issues that made a particular hurdle in my training period. The other main problems that I came across are one “Communication skill gap” and another one is “Lack of Adaptation Power”. Lack of proper communication skills always was my main problem throughout my educational period and that also continued in my working period as well. One certain incident that occurred during my training period is the day of joining. As a new trainee, my initiation was to make certain communication with the customers and with the co-workers. As stated by Menary *et al.* (2019), any individual that can not develop good communication skills will suffer for a long time. The other issue that I faced aligned with the skill gap that I have and that the organisation also faced with was a lack of adaptation power. Certain things that are occurring within the supermarket were the lack of training adaptation power that the employees of Londis also faced during the time period. According to Hasan *et al.* (2020), any adaptation power within any individual or in a company can cause major damage to the overall organisation system. One incident that is within my memory is the trainer that gave us training lacking the teaching prowess within him which causes major problems afterwards.

Recognizing my working experience as an assistant manager trainee, I came across certain issues which became an obstruction in my working procedure. As opined by Stephens *et al.*, (2020), effective leadership is a necessary skill in the effective management of the workforce. I have mentioned previously that I was lacking in effective communication with my peer group members, which also impacted my leadership and team working skills. The job profile of working as an Assistant Manager Trainee of Londis is to hire potential candidates and conduct training programs for the employees. As per the views of Ashraf *et al.*, (2020), every individual

of the workforce has respective strengths and weaknesses, which need to be assessed thoroughly in order to assign the designated job role. Assigning the right tasks to the dedicated employees was a difficult job.

Apart from effective leadership and team working skills, I also need to work on developing effective strategies to undergo the process of workload management. Influenced by the ideas Zainol *et al*, (2021), addressing the required solutions after assessing the assigned jobs is a serious issue that every Assistant Management Trainee comes across. Due to lack of effective communication skills, it was hard to ass Executive Summary:

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communication skills, it was hard to assess the potential skills of every working individual working in my business organization. This affected the gradually decreasing work efficiency of my team while adding to my workload.

I also lacked interpersonal skills, which caused a significant hindrance in building rapport and transparency with my peer team members. As stated by İhtiyaroğlu, N., (2019), Interpersonal skills are referred to as a way of building effective communication, working and interacting with the team members. Individuals with good interpersonal skills are much more likely to come up with effective leadership skills. Lack of interpersonal skills was reflected in my training program, which was essential to create awareness about organizational objectives, economical objectives and social objectives. I came across serious problems while I was made to conduct a training program for the new employees with a PPT disclosing the job roles and work ethics of Londi. I was unable to communicate effectively to point out and discuss the working procedure of Londi.

### Applying Gibbs reflective model



**Figure 1: Gibbs Reflective Model**

(Source: Ed.ac, 2023)

### Description

Recognizing the incidents that occurred during my training event, I was unable to deliver an effective PPT to the new individuals joining Londi. Apart from new individuals, old employees

were present freshers following the dedicated job roles. During the training event, I needed to communicate effectively with respective gestures as well as provide relevant examples for the individuals. I was unable to come up with a discussion of effective points, which could help the individuals in understanding the overall working structure of Londi. I was unable to build rapport with the individuals due to my ineffective communication skills. Therefore, some newly joined individuals started losing interest in the training and started engaging in gossip. The gossip also caused a significant hindrance in the proper delivery of my Power Presentation as well as speech.

My senior helped me to end the gossip and supported me to provide an environment that is ideal for presenting an effective presentation.

Time management matters to communicate and engage with the audience to convey the ideas effectively. I also lacked in managing time effectively and focusing on the pauses that induce audience engagement and encourage individuals to take part in the communication process. I was unable to finish my presentation in the stipulated time, which made the presentation lengthy unnecessarily.

I was unable to deliver a presentation concerning my expectations. Effective communication as well as body language is a medium of communicating ideas with comfort. I addressed that I could have boosted the effectiveness of my presentation with the help of effective communication skills. Additionally, I also needed to go for a thorough practice of my PPT, so that I could have planned about the critical points which required special attention for explaining the presentation. Furthermore, I also managed to end the gossip by asking critical questions to those individuals. As opined by Koprowska, J., (2020), critical thinking helps to assess potential problems and helps to come up with necessary solutions to mitigate those problems. Hence, possessing critical thinking skills could help me in finding the potential answers to the questions explaining how to cope with the management of gossip.

### **Feelings**

Before executing the PPT of my training event, I was nervous and motivated at the same time. I was unable to focus on the necessary and critical points of the presentation which required more attention to deliver an effective presentation due to improper execution. My PPT was ineffective as it required proper practice, due to which the majority of individuals started losing interest. During the situation, I gradually started de-motivating which negatively impacted my

presentation. On the contrary, at the end of my presentation, some of the individuals started engaging with my presentation with concentration. Few among those individuals asked certain questions relevant to the presentation which was a bit challenging for me. I successfully answered each of the questions with confidence, which helped to build confidence, which also helped in building effective communication. According to Monteiro et al, (2020), effective communication helps in undertaking proper control of the presentation of ideas and conveying it perfectly. I started feeling energetic and completed my presentation effectively. Moreover, I also feel that the beginning of my presentation was ineffective as it is relatively much more difficult to break the ice.

### **Evaluation**

The beginning of any presentation plays a crucial role in the overall journey of delivering an effective presentation. On the contrary, it is relatively easy to communicate effectively with individuals during a conversation. Recognizing the good experience of the conversation, I found that the end of the presentation was a bit thrilling as well as exciting for me as I started communicating effectively with the individuals. I also considered myself lucky to deliver all the answers to the questions asked during the presentation the right way.

Recognizing the bad experience of the presentation, I found out that it was relatively hard to grab the attention of the individuals initially, which demotivated me. Furthermore, I also recognized that I was unable to highlight certain core aspects of Londi. On the other hand, my senior guided me to properly highlight those necessary points in front of the individuals. Some of the individuals, who were proud of working as Londi employees helped to deliver my speech effectively. A few of the individuals were present who did not like my presentation and started engaging in other mischievous activities which negatively impacted my presentation.

### **Analysis**

I enjoyed delivering the end of the presentation, as the majority of the individuals took part in the active listening process and started raising critical questions that are relevant to it. As per the views of Uwando et al, (2022), active listening plays an integral role in building effective communication. An active listening process helps to build strong relationships, rapport and trust. Raising the questions relevant to my presentation helped increase the engagement and made the overall communication process joyful. I went through active listening skills, which helped me to answer raised questions the right way. Influenced by the ideas, Jones et al, (2019), active

listening skills help to avoid missing the necessary information from the conversations. This helped me focus on the problems of the individuals, and therefore I came with the necessary solutions to mitigate those problems. This lightened the conversation and resulted in huge participation. As power the views of Itani et al, (2019), active listening skills help to allocate potential problems and predict remedies to it.

## Conclusion



**Figure 2: Factors of effective communication**

(Source: Plumble, 2023)

I acquired hands-on experience on how to communicate effectively after conducting the training programs for Londi employees. I recognized the fact that if I could have come up with confidence, proper practice and maintained proper body language at the beginning of the presentation then things could have been better for me. As opined by Cruz et al, (2020), effective communication primarily focuses on certain key aspects, which are coherence, concreteness, confidence, clarity, correctness, conciseness, courtesy. Apart from all the mentioned key aspects of effective communication, critical thinking and active listening helps in making the communication process relatively easier. Priory, I also needed to work on my communication skills to develop and implement better strategies to convey ideas the right way, while critically analyzing the situation.

## Action plan

I realized that I needed to develop the idea of thinking critically before speaking. According to Shavkatovna, S.R., (2021), critical thinking <sup>1</sup> plays an indispensable role in the communication process. Hence, prior to going for any presentation, it requires persuasion of the audience, timing and practice in order to communicate effectively. Influenced by the ideas Thevarajan et al, (2020), individuals more often strive to deliver presentations the right way due to stage fear resulting in lack of confidence during the delivery of speech. Individuals can easily overcome stage fear with proper stress management and practice. As per the views of Zamfir, C.M., (2019), effective presentation has to be simple, clear and precise in order to get the attention of the individuals easily. Considering these factors while making a presentation can help to understand the core concepts easily besides making it more engaging. Influenced by the ideas Chouchane et al, (2023), intrapreneurial and rapport building helps put on a significant positive impact on the communication process. Therefore, individuals asking questions while explaining the presentation tend to increase the engagement rate of the audience.

Additionally, a presentation does not have to be big enough unnecessarily. I will seek help from professionals, who are well qualified in time management and effective communication skills. I will also go through biographies of great leadership to improve these skills. I will practice in front of the mirror and I will make sure that I take online tests to improve my time management skills.

### **Concrete experience**

Working with “Londis” certain experiences that I came up with were not so good in general. Allegiant with Kolb’s concrete experience can simplify the major obstacles the same individual can experience working within the organisation. As quoted by Morris (2020), an individual's working experience will depend on the environment in which the individual is working. The first couple of days within the company were so annoying as the problems I had caused some of the major issues in collaboration with the problems that Londis had within the organisation. The communication gap caused me some major complications that certainly did not help me reach the heights I wanted to achieve. For instance, throughout my working days, I had an issue with one customer regarding one specific object that the individual was buying and the less communication skill left me uncertain whether the object was overpriced or not.

The working environment of the organisation was confusing and intolerable at certain times.

For example, the trainer that the organisation has organised for certain employees training

including me was not a good example of a “Service Provider”. The person was arrogant and that caused us to implement the training that the organisation has planned to train. Clearing the issues with certain examples will certainly help the training employees to gain the knowledge, and that was missing within themselves. In connection with this there was an incident that came to my mind was a conflict between the training provider and the rest of the trainees (Structural-learning.com, 2023). Approaching a training period one day, the trainer’s arrogance and lack of giving proper training skills regarding how to manage the store when there will be chaos goes into a brief conflict with one of my fellow trainees causing a delay of the store opening on that day.

### ***Reflective observation***

Reflective observation is something that the learners need to incorporate and shade light with when the task has been done in a proper manner. Observing the situation of the organisation and the bad environment of the organisation, someone would definitely point out the incidents and the aftermath of the incident. In the views of Hanisyah *et al.* (2023), personalities need to shed light on the aftermath of some reflective working individual has done after a certain job they had done. The communication gap within the company has put some of the trainees of the company in a certain order that the trainers felt exhausted after the work time period. The incident with the individual was also an observing point for me as fewer communication skills demotivated me to talk more with the buyer.

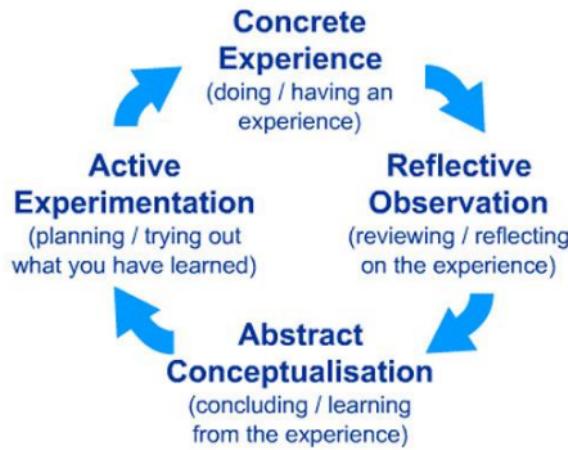
Lack of proper workers for the job will also put the company in a certain barrier that will cause them to keep moving in the future. This will recommend the company in a position that will hurt company’s future growth and attraction of investors. Distinguishing the proper workers of the company to the different sectors will affect the efficiency and coordination among the company employees. Reviewing the other matters that I faced after working time was related to the advanced technology that Londis monitors. As per the views of Subekti (2020), the modern world requires the best technologies to grow on social media platforms and also in the technology monitoring sector of the company. The lack of proper developers for the company websites and software development also caused the organisation a major blow at the tech level. Maintaining a good relationship with the customers also affected the organisation a major blow. As quoted by Behrendt and Machtmes (2021), Any organisation that wants to maintain brand value will certainly need a good relationship with existing

customers and with future customers as well. This lack also caused the supermarket the brand value and the employees certain limitations to grow on the knowledge level.

### ***Abstract conceptualisation***

Londis as an organisation needs to conceptualise some of the new ideas that will organise the supermarket and the environment of the organisation. Certain concepts will increase the value of the organisation and the basic structure. According to Pakdaman-Savoji *et al.* (2019), an organisation that argues itself as one of the leading companies in this futuristic world needs to change its structure to survive in any sectoral competition. The first change that Londis as a supermarket can change is to decorate some communication skills within the company. Any organisation for instance needs a much organised communication cycle to maintain its rhythm as a competitor. Workload understanding is another place where the organisation needs to make some changes as well. Knowing the different works for different working groups will increase the work ethics of the employees (Growthengineering.co.uk, 2023). Delivering the times for the workers for “Clock in” and “Clock out” will help the employees to understand the manual of the organisation that has been set for the employees. This will increase the productivity of the organisation.

Identifying the weaknesses of the employees of the organisation is one of those many issues that one certain company had. Working with the Londis, I have learnt that the employees had issues with learning the work process that they are in. As stated by Conner, (2022), a company or organisation needs to teach the employees basics first to initiate their learning process with the right attitude. The workers and co-workers related to Londis need to understand the work process that the right trainers will provide them and this will eventually increase productivity. Londis as a company is facing productive trainers proving problems that are costing the supermarket harm. As quoted by Idris *et al.* (2020), an organisation needs to plan some moral, ethical and inspirational duties to promote the workers. The company needs to hire some good trainers to provide the right training to the employees. Examining the primary duties, a well-structured salary structure will always create a healthy working environment within the company itself.



<sup>15</sup>  
**Figure 1:** Considering “Kolb’s reflective model”

(Source: Idris *et al.* 2020)

#### *Active experimentation*

The major and minor experiences that I had working with the company Londis overall gave me an overview of the basic problems I had, the company in general regarding the environment of the company and the structural problems and solutions. As per the views of Shamsuddin and Kaur (2020), organisations need to understand and capitalise that the problems that the organisation is facing are the turning point of companies upward bringing. Communication skill is one of the issues that I had is the key reason I as a person had within me and that needs to resolve as quickly as possible. The other experiences that the organisation has given me are values, work ethics, time management skills, and self-growth skills. The environment of the company helped me to understand that an individual needs to grow some ethical and moral skills that will help the individual in their working life. The knowledge of time management is also a very important manoeuvre that working professionals need to grow within themselves. As quoted by Wang *et al.* (2020), any individual needs to pen down some ethics regarding the workplace to deliver an overall good performance.

The issues that I faced in the workplace helped me to grow within me and the solutions also incorporated with it helped me to materialise some of the solutions I also had within myself.

### **Reflections on Intrapreneurial Action**

I have utilised the application of reflective theories in terms of reducing the challenging situation in the placement. In this context, I have faced the challenges to manage teamwork due to the collaborative work cultures in the workplace. As per the opinion of George and George (2020), team working is the process which increases the ability of the employees to provide unique and effective products and services for the consumers. In this context, I want to develop my intrapreneurial actions in terms of developing my ability for managing the overall management process in the future context. Additionally, I have faced the team working issues during the concrete learning stage in the workplace. Thus, it can be stated that I can set proper rules and regulations while working in a team working tasks or activities in the workplace. However, it can increase my management skills in terms of developing my collaboration skills for supporting my team members in the workplace.

On the other hand, the Kolb learning experiences enhance my skills and abilities in terms of increasing the working relationships with the team members in the collaborative tasks. Moreover, I also face communication issues while managing collaborative and team working activities. As per the opinion of Abbas and Nawaz (2019), communication issues reduce the self-confidence of the employees in communicating with the managers for reducing their issues and threats. In this context, I focus on using the Kolb learning reflective model in terms of increasing the experiences of the employees in handling their specific tasks in the group project. Additionally, I focus on using proper routing and utilising digital challenges such as email, mobile apps and officials' websites in terms of developing communication with the staff members. As per the opinion of Asadullah et al., (2019), digital channels increase the ability of the managers of the organisations for developing communication which helps to increase productivity levels. In turn, it also helps to provide the up to date information to the employees for managing their tasks and activities in the workplace.

Communication issues are a major issue which I have faced in the active experimentation stage of managing the placement process in the Londis supermarket. Thus, it can be stated that I also

want to focus on generating weekly meetings with colleagues and team members to develop my communication skills. Communication skills increase the confidence of the employees for sharing their doubts and challenges which have been faced in working in a team working activities. I can develop my intrapreneurial actions by recognising the cultural issues in the workplace of Londi. The overall analysis increases my ability to understand that the company needs to develop a communication plan which increases management practices by introducing transparency in the workplace. As per the opinion of Nikolić et al., (2020), weekly meetings are beneficial for the managers of organisations for creating a positive culture of communication and encouraging continuous learning. Apart from that. I have also faced challenges in managing the teamwork activities in the observation stage due to my lack of leadership abilities and skills. As per the opinion of Khan and Wajidi (2019), leadership style is the process which helps managers for managing their teamwork by encouraging their team members in the workplace.

In this context, I focus on using the transformational leadership strategy in terms of motivating the team members for handling critical situations.<sup>6</sup> As per the view of Asbari et al., (2020), the application of transformational leadership is the philosophy of management that encourages the staff members in order to produce new ideas and plans for achieving their future success. Thus, it can be stated that the transformational leadership style enhances the quality of the leaders for supporting their team members by controlling their critical situations in the workplace. However, I can also follow the transformational leadership style for encouraging my colleagues and team members in the workplace. Thus, transformational leadership also increases the overall management process of organisations for providing a secure and positive workplace to their employees. Moreover, I also provide trusted staff members for handling their job roles independently which increases the flexibility of the employees to better engage with the company. On the other hand, I can celebrate my employee's success which encourages them to develop their performance to provide better products and services. Celebrating the employee's success with all members of the organisation motivated them and increased their involvement in the workplace. Therefore, it can be stated that transformational leadership skills are valuable for encouraging the team members in terms of producing a valuable and creative outcome which has been achieved in the Kolb model analysis.

In addition, managing better consumer service is another major issue which reduces the ability of organisations to enhance their business agility in the competitive market. In this context, I have

faced these issues to work with the training faculties in the Londis supermarket. The Gibbs reflective theory is very time-consuming for the participants to maintain the various stages in order to control their activities. On the other hand, this theory is beneficial for understanding the overall experience of the participants in the overall work process of Londis supermarkets. As per the opinion of Chen (2022), the application of Gibbs's learning model helps to understand the overall learning experiences of the participants. In this context, managers are likely to use this model in terms of recognising the overall experiences of their employees in the workplace. I also use Gibbs's learning model for identifying the strengths and weaknesses of the staff members in the workplace of Londis Supermarket. However, I have understood that employees lack knowledge and skills for using advanced technologies in terms of providing valuable products and services. Thus, I have arranged a training program or development program for the employees in terms of providing the technical knowledge and skills for increasing their ability to manage their job roles properly. In this context, I have faced the issue of providing feedback to the employees due to their lack of concern. As per the opinion of Adu-Gyamfi et al., (2021), organisations create an assessment test after providing training to their employees to understand their understanding ding to control their job roles in the workplace. Thus, it can be stated that organising a test or assessment for the employees after completing the training session for understanding the abilities of the employees.

The application of Gibbs reflective model is a very time-consuming model but it also increases my understanding and ability for identifying my overall working experiences in Londis supermarket. Thus, it can be stated that I have understood the overall issues which I have faced while managing my trainee manager role in the workplace of Londis Supermarket. On the other hand, the application of Kolb's reflective model helps me in terms of using my overall experiences which I have achieved while working in the Londis supermarket. I have achieved qualitative learning opportunities which will help me to understand the ability of the employees for managing their job roles. As per the opinion of Brooks et al., (2019), qualitative learning opportunities help the managers of organisations for providing job roles to their staff members by recognising their abilities. Thus, it encourages the workers to handle their job roles and activities in an effective way. Apart from that, discrimination issues are a major issue which reduces the confidence and engagement of employees in the workplace. It also decreases the conflict between the employees in the workplace. Thus, organisations need to develop their

strategic plan for reducing the conflict and discrimination issues among employees. In this context, I have faced discrimination issues while controlling the team members in learning teamwork in the workplace of Londis supermarket. The application of the Kolb reflective model is beneficial for me to understand the discrimination issues in the workplace of Londis. Thus, it can be stated that I can set proper guidelines and rules in the workplace in terms of managing discrimination issues among employees.

Moreover, managers of organisations focus on providing the same respect and opportunities to every employee in order to increase their involvement in the workplace. As per the opinion of Gaiaschi (2019), organisations focus on providing the same opportunities and offering the same salary structure to their male and female employees in terms of reducing the discrimination rate issues in the workplace. Thus, it can be stated that I can also provide the same salaries to male and female candidates in terms of offering the same opportunities in their professional careers. Transparency in business communications at Londi can also assist me in the rectification of inappropriate office timings of workers as open communication can help the management understand the employee concerns regarding timing. The understanding of staff members' concerns can assist in terms of improving new policies regarding check-in and out rules that can help to increase the productivity of Londi by avoiding operational delays in the workplace.

Furthermore, I understand the value of conducting the weekly meeting which helps to increase communication with the employees in the workplace. It can enhance my further plan for managing the workers in the workplace in terms of understanding their doubts and issues. From the Kolb reflective model analysis, I have developed my ideas in terms of managing the HR management issues in terms of developing the recruitment and hiring policies. As per the opinion of Tien et al., (2021), organisations focus on developing their recruitment policy in terms of hiring the right talents for developing their productivity. Thus, it can be stated that the right talent and employees increase the productivity of the organisation which increases business agility and brand awareness in the competitive market.

On the other hand, the Kolb reflection model also helps me to develop ideas which help to increase my management skills. Moreover, I can use intrapreneurial actions to address the organisational cultural issues at Londi by following the Kolb model which helps me for managing my future Plans and ideas. Apart from that, the Kolb and Gibbs reflective model increases my experiences and professional development abilities in terms of managing my

management trainee role in the workplace of Londi. As per the opinion of Tien et al., (2021), the active experimentation stage of the Kolb model helps individuals develop personal experiences in terms of developing their further career goals. The activity experimenting stage helps the individuals use their learning and skills to improve their productivity. Thus, it can be stated that I indeed developed my organising skills and management skills in terms of reducing work pressure and stress and team management abilities.<sup>4</sup>

Additionally, distribution and logistics issues are two major issues which reduce the ability of organisations for attracting consumers in the competitive market. Based on the overall Kolb reflective model analysis, it needs to use advanced technologies such as AI or blockchain technology in order to develop the logistics management and distribution process. As per the opinion of Montesinos et al., (2023), AI technologies help the managers of organisations for reducing delivery time by reducing route issues in the SCM process. Thus, it increases the reputation of the organisations for attracting a wide range of consumers in the global market. I have taken this opportunity by identifying the issues while following the Kolb model in managing my role in Londi supermarket.

On the other hand, I have also faced issues managing effective services to top consumers while in managing my management trainee role in the workplace of Londi supermarket. In this context, the organisations are not able to provide information regarding the products or business development plan which reduces their reputation in the global market. In turn, employees and consumers both have faced issues to collect information and management updates which leads to lower productivity in the market. As per the opinion of Alzoubi et al., (2022), organisations focus on providing business services and product details by using their official websites which helps consumers to gather valuable information for purchasing their products and services.<sup>5</sup> Thus, it can be stated that the application of Kolb's theory increases my overall experience in terms of creating an official website regarding providing business updates and service details to consumers and employees for supporting their understanding.

In my opinion, the delivery management of the company needs to be effective for gaining the attention of the customers towards the business process of the brand. The inclusion of effective supply chain transparency can be an important factor for the company in terms of managing the delivery system appropriately. As per the observation of Cole et al., (2019), supply chain transparency helps in identifying the locations of products in the inventory system. The

application of Kolb's theory has helped me to incorporate that the company needs to adopt the SCM transparency process to manage the stocks properly in the inventory system. Accordingly, a better SCM process can help the company to deliver the products to the customers at the given time. Moreover, Digital transparency in the SCM process can help the company to scan the barcodes of the final products to identify the locations properly. Similarly, I think that the company needs to improve its supplier base in terms of accessing the raw materials at the proper time. Besides, a proper supplier base can help the company to track the product locations which may result in a better inventory system. Thus, it can be said that the company needs to include SCM transparency in the inventory system to mitigate delivery issues properly.

The application of Gibbs's theory has helped me to determine that the company needs to include advanced technologies like AI to improve the SCM process effectively. As per the suggestion by Mhlanga (2021), AI technology has the ability to provide relevant information on the business operations with the inclusion of supervised algorithms. In this context, the company can adopt AI technology in the inventory system to gather information related to SCM issues. The collection of SCM issues can help the company to make appropriate strategies for gaining effective SCM processes during business operations. The feeling factor of Gibbs's reflective model has helped me to understand that the company can achieve a positive brand image in the international market by improving the SCM process effectively. I think that the company can attract customers more rapidly by delivering the final products to the customers timely. I have acquired concrete experiences by applying Kolb's theory on the poor HRM practices of the company. In my opinion, the company needs to deliver HRM policies to achieve better employee productivity in business operations. As observed by Tumasjan et al., (2020), HR managers have the ability to recruit efficient employees in the workplace. Therefore, the HR managers of the company can recruit efficient and highly skilled employees to mitigate management issues in business operations. I have realised from Kolb's theory that the recruitment of efficient employees can help the company in mitigating customer service issues in the workplace. Efficient employees can assist in gathering the issues of customers regarding business operations that may result in positive brand equity. I have understood during the application of Gibbs's reflective model that the positive brand image of the company can help to improve the customer base positively. Hence, it can be evaluated through my opinion that the company needs to apply better HRM

policies to mitigate operational management issues by including efficient employees in the workplace.

In my work placement in Londis, I have noticed some management issues like discrimination and data protection problems. In this context, I have applied the reflective models to determine the summary of my experience at Londis. The reflection through Kolb's and Gibb's models helped me to understand that the instances of discrimination result from the ineffective implementation of organisational policies that prohibit discrimination at the workplace of Londis. The reflective models have helped me to identify the source of the workplace management issue of discrimination, which I can utilise to develop an intrapreneurial plan to improve the workplace practices at Londis. Intrapreneurial activities include actions taken by an employee in an organisation that has the aim of introducing massive innovations that can vastly improve the operations or market performance of the business (Brenk et al., 2019). In this context, I have used the reflective models to critically evaluate my experiences and generate a summarised analysis of the issues that I have noticed at the workplaces of Londis. However, the implementation of Gibbs and Kolb's reflective model together resulted in more time being required for completing the reflection on my experiences at Londis.

The Gibbs reflective cycle has been particularly useful in my placement as it helped me organise my thoughts regarding my job experience at Londis because of the 6-staged reflection in the model. Gibb's reflective model is efficient for allowing individuals to develop their areas of weakness as it helps identify the weaknesses of practitioners (Adeani et al., 2020). In this context, I have applied the Gibbs reflective cycle in my work to ascertain my feelings during my placement and conduct an analysis of my strengths and weaknesses. The Gibbs theory has helped me to develop a comprehensive action plan to address my weaknesses in terms of the knowledge that I possess regarding the job responsibilities of an assistant manager. I have applied the Gibbs model to guide my personal and professional development by conducting independent research on the ways that I can improve as an Assistant Manager at a retail business by improving issues in communication at Londi. However, I noticed that the Gibbs theory is time-consuming because it requires the practitioner applying it to go through 6 distinct stages in their reflection process to assess my placement issue regarding discrimination. In my opinion, I believe that the model can be made time-efficient by combining the evaluation and analysis stages as these two phases allow the identification of strengths and weaknesses. Therefore, it can be said that the Gibbs

reflective cycle has helped me to conduct a thorough assessment of my work experience at Londis.

I have also applied Kolb's reflective theory to conduct a reflection on my work experience with Londis as an Assistant Manager Trainee. Through Kolb's reflection, I have understood that the experience was a qualitative learning opportunity for me to better understand the job role and responsibilities of an Assistant Manager at retail companies like Londis. In this context, it can be said that Kolb's theory has been useful in encouraging my professional development to enhance my professional prospects as a manager in the retail industry. Professional development is critical to help an employee improve their skills and knowledge to achieve a satisfactory pace of professional growth in their career (Davidescu et al., 2020). However, I believe that the biggest advantage that I have gained from applying Kolb's reflective theory emerged from the abstract conceptualism that helped me critically analyse the management issues at Londi. Kolb's model has been an essential tool for me to understand the cause of the discrimination issues at Londi that have affected the organisational cultural dynamics at the company's offices. From Kolb's reflective analysis, I have formulated my ideas regarding the ways that I can partake in intrapreneurial actions to address the organisational cultural issues at Londi. The analysis has helped me to understand that Londi needs to improve its communication plan that can improve its management practices by introducing transparency in the office.

Transparency in business communications at Londi can aid in the rectification of improper office timings of employees as open communication can help the management understand the employee concerns regarding timing. The understanding of employee concerns can help in developing new check-in and check-out policies that can improve the productivity of Londi by avoiding operational delays in work due to employees coming late. Further, I understood the importance of holding meetings to solve organisational issues by coordinating meetings. Business communications need to be transparent to ensure that employees are not frustrated because of communications that do not provide them with sufficient information to address their concerns (Li et al., 2021). In this context, I have applied intrapreneurial thinking to develop a solution to address the improper timings of employees by introducing transparent communications to address employee concerns. However, I have noticed that Kolb's reflective cycle is not as efficient in formulating a concrete action plan as the Gibbs model and instead provides an experimentation strategy that may or may not result in professional development.

Therefore, I have understood that an application of Gibbs and Kolb's theories can help me in improving the efficiency and quality of my reflective practice.

A mixture of Gibbs and Kolb's reflective theories can improve the overall quality of the reflective analysis which can enhance the pace of professional development of practitioners that apply the models. According to Mantzourani et al., (2019), both Gibb's and Kolb's reflective models are effective in conducting reflective assessments through their respective 6 and 4 phases of evaluation. Through my combined reflective analysis I have understood that time management is one of the most important skills for managers at retail offices because it directly impacts the managerial ability to efficiently manage everyday activities. Therefore, the reflective theories have helped me understand that I need to improve my time management skills to aid my professional development and improve the productivity of the retail offices under me as a future manager. Therefore, it can be analysed that Gibbs and Kolb's reflective theories have been very helpful to improve the pace of professional development and improve my professional prospects.

#### **Conclusion**

It can be concluded that I needed to work on intrapreneurial skill. The PPT proved to be effective for me, as it included the relevant necessary points involving the business objectives, socio-economic objectives of the business organization along with captivating info graphics. Hence, I somehow managed to retain the interest of a few individuals present in the training event. Some of the individuals started engaging with my presentation with enthusiasm.

Additionally, it can also be concluded that work force management as workload management plays a crucial role in contributing towards the growth and development of the business organization. One can possess effective communication skills, stress management skills, workload management, adaptability, critical thinking skills, and problem solving skills, decision making skills and time management skills, in order to acquire intrapreneurial skills. Intrapreneurship skills help to strategize and innovate effective business and marketing strategies in accordance with other team members.

One can have access to the knowledge of both internal environment and external environment with a vision and willingness to challenge and bring significant change to the current circumstances. An individual cannot be biased and diplomatic in order to maintain the intrapreneurial action in the business organization. Apart from being diplomatic, an individual can possess creativity, persuasion ability with an aim to convince the individuals to act in

accordance with the proposed business strategies. Hence, an individual with intrapreneurial skill is considered as an opportunist, who constantly seeks for changes to be made in the business organization for sustainability.

The job profile of Assistant Management Trainee is to take part in the training and development process of employees. Certain situations may arise when some individuals might not understand and undertake the assigned tasks accordingly. It will be the duty of Assistant Management Trainees to find out the communication gap and make necessary strategies to communicate effectively to ensure proper understanding of tasks is maintained.

Assistant Management Trainees also need to possess critical thinking skills to handle workload pressure and ensure all the assigned tasks are maintained in the assigned time. Lastly, intrapreneurial skills help to bring innovation to add effectiveness in the business strategies to stand apart in the competitive business environment.

The above article sheds light on the organisational problems and the solutions of Londis supermarket. This article elaborates on the business and the organisational structure of the supermarket giant Londis. Moreover, this also expresses the need for organisational questions and answers to the questions at the same time. The objectives of the organisation and the resolvents of the institutions are the everyday issues that Londis are facing on a daily basis. As an entrepreneur and the expertise that I faced is more than bad which I came up with while working in the organisation. As a supermarket giant, Londis faces some challenges that cannot be resolved within a month or so. Entrepreneurship comes with a whole lot of challenges that need to be resolved as the turning point of life, as working professionals start from the training ground. The overall concepts of PPT in the working sector to understand the training module and the right trainers that will eventually help the organisation build a solid working group are also important to understand the working environment. Another major thing that the Londis are not recognised properly is the use of the internet. Considering the present-day scenario, the use of social media will upgrade the institute's brand value and overall revenue as well. However, the connection with Londis has also made me realise my weak points as a person.

The organisation has helped me realise some major issues that I faced within myself, certainly, the communication gap, lacking adaptation power and so on. Using Kolb's learning cycle and Gibbs' reflective cycle also helped the article to visualise the basic needs and understandings of learning anything, here as a training module. Applying Gibbs' reflective cycle helped to

understand the experience and the feelings of the experiences that occurred throughout the learning. The learning process also helped me to understand the analysis and evaluation of the structural and environmental solutions of the company. Kolb's learning cycle as used in this article helped us to understand the module of the work in the organisation that I worked with. The experiences I had with the company and the solutions I discovered according to the problems helped me throughout the journey. The problems that I faced with customers, the training personnel and with the employee also helped me understand the problems I had with the company. The learning cycle accommodating the problems helped me to understand that one organisation needs to evaluate with time and rest assured that solutions will come gradually. The leadership style that changed the organisation's overall genre will also stand apart from the rest. The communications that have been made throughout the journey of my working times also evaluate as a turning point for me as well. It can also be elaborated that the skills that I developed during my work journey the problems that I faced during my working in the Londis also helped the organisation as well. The entrepreneurship in the supermarket company was the experience that I needed to explore myself. This will certainly help me to address the future challenges that will come towards me.

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