Leadership Priorities and Practices

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I have completed almost 2 years of working in this company during which I have witnessed multiple positive aspects of growth and success. However, there are certain things that I would like to highlight in my feedback. I would like the higher management and authorities to focus on the performance of employees as they have been showing a behavior that is strictly not acceptable on a professional platform. Specifically highlighting the past few months our team has faced multiple issues which affected the client’s experience of hiring us. Every employee here has a different level of ability to work and handle the pressure of work. None of us get burdened without our choice, but a few people in order to complete their targets take a lot of work on their shoulders which results in crossing the deadline. The promise of our company is to meet the client’s deadline on time without any hassle or problem but some employees here prefer their own profit first. They are risking the company’s reputation and image, which will eventually result in the recession of the company. These people seek help and extra ordinary favors from others, which directly affects their work and the focus they have to meet the deadlines. The most important task in our company is to retain a client with positive feedback and complete satisfaction. Furthermore the environment of the office is also getting disturbed by continuous verbal communication due to which our mind is unable to focus on the demands and requirements mentioned by clients. People are also not using their linguistic skills properly, most of these employees get complains from the clients in aggressive tones and instead of catering the client’s call with patience and decency, their way of responding is extremely rude and reluctant. They are being unable to maintain a healthy relationship with the client by spoiling and ruining the conversation. However in order to keep good terms with the clients please be advised to build up your resilience level so that the matter stays in our favor.

**References**

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