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Hilton Company Leadership

In the recent past, there have been changes in the hospitality sector in terms of leadership and management. The hospitality industry is considered one of the dynamic industries today across the world. There is a lot of product differentiation as well as the adoption of varying leadership styles. These changes are occurring due to the competitive nature of the industry. As such, companies want to compete while also remaining relevant in this ever-changing business environment. Hilton company is one of the many firms in the hospitality sector and has been successful in its operations. To understand the growth and success of this firm, it will be better to examine its leadership in detail.

Primarily, Hilton company has many hotels in several regions across the globe. The company has a central CEO by the name Christopher Nassetta who is in charge of the Hilton global hotels. At the Hilton company, Nassetta has been influential and plays a big role when it comes to how each hotel functions. The CEO understands the importance of good leadership. As such, he makes sure that the leadership style used is compatible with the organization to promote both the organization and personal development of the workers (Patiar, Anoop & Ying 590). Leadership is all about influencing people and allowing them to cooperate willingly. When employees cooperate at their own will, it becomes easy to work towards the same goals and objectives without being forced or supervised because they are part and parcel of the organization. However, for workers to act in such a manner, it takes the leadership style of their leader.

The CEO of Hilton hotels, Nassetta, displays characteristics of a leader. Besides, he uses more than one leadership style in his leadership. This is important because one style of leadership may not cater to all needs because Hilton hotels are in different geographical locations where culture is different. One of the leadership styles that Nassetta uses is transformational leadership. This is a leadership style in which a leader understands the importance of involving employees in decision making. Additionally, workers are motivated and inspired by the leader so that they can come up with a change to develop an organization (Ghasabeh, Mostafa, Claudine & Carmen 463). This type of leadership creates a conducive environment for employees to work. Through the use of this leadership style, Nassetta has been able to create a culture where employees are aware of what the company mission and goals are, who they are as workers, and what is expected of them. Through the creation of this culture, employees of the Hilton hotels across the world are empowered to work with freedom. As such, they feel recognized by the company. Through this, the CEO has been able to establish trust within employees, something that is essential in the management of an organization.

The CEO shows many aspects of a transformational leader. For example, Nassetta serves as a role model. He has created a culture that well fits the Hilton hotels, whereby employees feel motivated and inspired to achieve something bigger. The CEO does not micromanage employees but trusts and gives them the freedom to work without any disturbance. Through this, employees in Hilton hotels have been able to come up with new ways of addressing problems and innovations, which have been key to the success of the company. Nassetta’s understanding of what today’s workforce need has been crucial to his success as a leader and the success of the company. With the competitive nature of the industry, leaders need to understand the contemporary challenges and needs of the workforce (Patiar, Anoop & Ying 596). Without this knowledge, it becomes challenging to lead as a leader. Through the use of this form of leadership, Nassetta has created a conducive working environment for employees as well as a good relationship among them. The workers also relate well with their leader. This is because, as a leader, the CEO understands the importance of a good relationship with employees where he communicates changes, decisions, goals, and objectives of the company. By doing this, workers feel that they are part of the organization. This creates loyalty and commitment. Workers do not need to be told what to do because each one of them understands what their roles are (Ghasabeh et al. 465). Nassetta motivates and inspires workers through the use of both intrinsic and extrinsic rewards. He knows workers must be motivated to feel recognized which boosts their production.

Management of Hilton hotels has also been effective because the CEO is conscious when it comes to diversity. With many of its hotels operating in different nations, the CEO of Hilton hotels makes sure that the culture of the company accommodates different cultures. Besides, employees are cultural competence and embrace diversity. Apparently, the environment within different hotels is not only favorable to the internal stakeholders but also to the external stakeholders.

Another leadership style that Nassetta uses is strategic leadership. This is where a leader communicates the vision of a company to employees and encourages them to work towards achieving the same (Covin, Jeffrey & Dennis 315). The CEO of the Hilton company is open to change and involves the employees in every change that is needed. He also conducts analysis, decides on the best course of action to take for the company, and also takes action as a strategic leader. Nassetta’s strategic policy-making within the organization has been useful in the company. With the competitive nature of the hospitality industry, leaders must make good strategic policies geared towards achieving the set goals and objectives. The CEO has been effective as he leads the way while subordinates follow him to ensure the success of the company. Nassetta takes risks and supports his team to strive to achieve what seems impossible. As a leader, the CEO leads the way, and the team has learned from him. With this kind of leadership, an organization becomes a success. This is because there is effective communication, working conditions, respect for one another, all individuals embrace diversity, and the workforce is motivated and given freedom.

From the above discussion, it is crystal clear that the type of leadership that is used in a company determines the success of the firm. This is because the leadership style will influence the organizational culture hence impacting the workers. As seen from the above analysis, Nassetta, the CEO of the Hilton company, uses transformational and strategic leadership. Through this, the leadership of the company across different regions has been effective. Employees are motivated and inspired to achieve greater things. He has also developed a great culture that has been integral to the success of the firm.

Works Cited

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