

ACADEMIC REPORT

CerTHE Skills for the Workplace

Problem Solving and Decision Making

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Introduction

The goal of this assignment is to describe a challenge in the workplace. I will be describing the extent and significance of the problem, going into detail about it, helping with decision-making, and offering a variety of workable remedies. I will apply one of the techniques learned in Mr Kandasamy class, to assess a range of options, create a plan with the goal of putting the solution into practice, and consider the most suitable evaluation.

But what exactly is problem solving?

Problem solving is when a person defines a problem, finding out its cause, locating, ranking, and choosing potential solutions, as well as putting those solutions into action.

Any position where problems must be resolved promptly or where personnel must deal with exceptionally complicated problems requires the capacity/skill to solve problems. It's critical to address issues in a business to prevent disgruntled employees, staff turnover, poor performance, and subpar products.

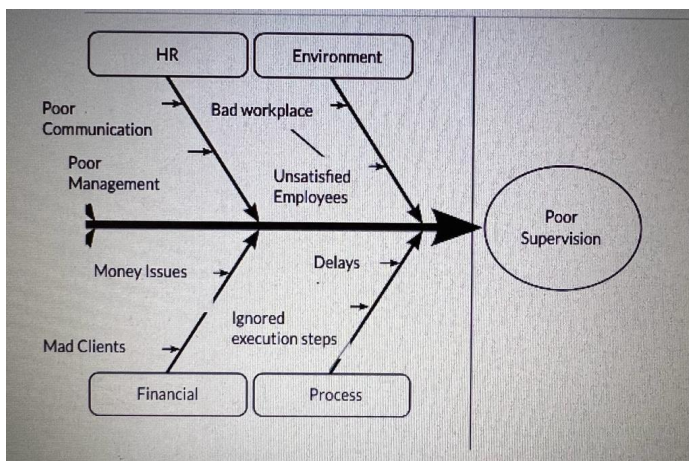
The Workplace Problem

Unfortunately, the warehouse supervisors are not performing their duties as they should, which is the biggest complaint from unhappy employees. Specifically, they are upset that while they - warehouse assistants are handling things, the supervisors remain in the cafeteria enjoying a good conversation and coffee.

Our production is being greatly impacted and the quality of our services are suffering from this circumstance since workers are not performing as quickly, are calling in sick, and are deferring jobs till the next day. We also risk losing our hard-working and experienced staff, and the number of complaints may rise.

Analysing Information

Root Cause Analysis (RCA)



Applying Situational Analysis Models

Using the SWOT analysis tool, I will identify the company's strengths, weaknesses, opportunities, and threats in order to uncover solutions I can put into action for a better future and ensure I keep the employees I currently have.

Strengths :

- Strong brand image.
- Free paid training and induction
- Well trained staff - which ensure the best services are provided.
- Embraces diversity.

Weaknesses:

- Unsatisfied employees
- Location.

Opportunities:

- Advertising
- Able to increase salary

Threats:

- High competition

Range of Alternative Solutions

The first alternative solution is to increase the hourly rate over the minimum and provide the warehouse assistants with a variety of benefits such as bonuses, gift cards, or more paid vacation days.

Second, we might attempt to locate the supervisors' new, trained management because their behaviour is a result of their lack of resources to regulate the problem.

Last but not least, the cafeteria should have cameras installed to prevent people from loitering or sipping coffee outside of break times.

Evaluation of Alternative Solutions

	Increase Wage	New Manager	Cameras
Cost	4	4	4
Implementation time	4	4	4
Flexibility	2	3	4
Duration	4	4	4

	Weight	Increase Wage	New Manager	Cameras
Cost	4	$4 \times 4 = 16$	$4 \times 4 = 16$	$4 \times 4 = 16$
Implement time	4	$4 \times 4 = 16$	$4 \times 4 = 16$	$4 \times 4 = 16$
Flexibility	2	$2 \times 2 = 4$	$2 \times 3 = 6$	$2 \times 4 = 8$
Duration	3	$3 \times 4 = 12$	$3 \times 4 = 12$	$3 \times 4 = 12$
Total:		48	50	52

Conclusion

Having reviewed all of these sources, I've come to the conclusion that, for the time being, we do not need to fire the manager. Instead, we could issue a warning and give him another chance to prove to us that he can manage the supervisors more effectively this time. A warning will be given to anyone seen in the cafeteria outside of break times, and after three warnings you will be asked to leave the organisation. The cameras will also be placed by the middle of this week so we can monitor the cafeteria at all times.

References

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Appendix

ROLE PLAY - SCRIPT

Vitoria: Good Afternoon Robert, as you might know, I am Vitoria, the Manager Director for this company. How are you today?

Robert: Good Afternoon Vitoria, I am going okay, a bit concerned with work but in general I am okay, thank you.

Vitoria: I was advised that you requested a meeting with me. How could I help you?

Robert: The situation is that unfortunately, I feel that the supervisors in this company do not do what they were supposed to. Instead of helping us, they sit in the cafeteria enjoying a good conversation while we are overloaded in the warehouse.

Vitoria: I am very sorry to hear that. In your opinion, what do you think would be a good solution for this problem?

Robert: I think they should be fired.

Vitoria: Unfortunately I will not be able to follow your wish but I promise I will find a way to change that.