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Table of Contents

Introduction:	3
Literature Analysis	3
Scope	4
Analyse problem information to inform decision-making; Propose alternate problem solutions	5
Use a decision-making strategy to find the best solution	3
Plan solution implementation	6
Assess monitoring and review methods to ensure solution success.....	10
PLAN.....	11
DO	11
CHECK	11
ACT	11
Conclusion	12
Recommendation.....	12
Reference	12

Introduction:

This report will focus on a problem affecting the company where I work, which is poor leadership, customer service, and staff shortage. Priority will be given to the problem, in finding a solution, and the problem-solving tools and techniques that will be applied in resolving issues where work, as many organisations do have and encounter problems in their day-to-day operations. Any manager must have problem-solving skills to manage any challenge.

Godfrey Care Services Ltd will be used in this report to evaluate and analyse the following factors based on my own work experience with the organisation, as described above, as a case study in accordance with the report's stated objective.

Finally, a recommendation will be made addressing employee shortages, inadequate leadership, and, if possible, getting a CRM solution to improve our bad customer service and some academic definitions will be applied.

Literature Analysis

Complex challenges are difficult for a single organisation to understand and address; their genesis and best course of action are often disputed; and they can only be partially resolved. As stated in the introduction, I will be using Godfrey Care Services Ltd where I work as a case study in line with the objective of this report. The problem with Godfrey Care Services Ltd is poor leadership, staff shortages, and poor customer service, which is due to departmental line managers who lack the quality and skills needed in managing staff. This has not only affected the team, but also our operations and productivity.

A leader can encourage others to follow them and solve difficulties through leadership.

Effective leadership guides followers. It develops a vision and updates it as needed.

Leadership is defining how a team or organisation can "win." It's energetic, thrilling, and inspiring, and the role is never simple because it has duties. When these aspects or

attributes are missing, it creates an issue in any organisation, like Godfrey Care Services Ltd. (Kouzes and Posner, 2017).

Scope

As stated above, the effects of staff shortage, poor leadership, and poor customer service cannot be overstated. Godfrey Care Services Ltd. is currently experiencing poor performance due to unskilled leaders, which is a complex problem for our operational goals and reputations. Every organisation needs capable workforce, leadership. Well-led organisations are productive, competitive, and change-ready. Employees are more motivated and engaged when they know where they're going (Kouzes and Posner, 2017). Most organisations lack these attributes (Kouzes and Posner, 2017). My department's organisation displays a bad leadership style and personnel scarcity, which is a complex problem as indicated by staff absenteeism and client complaints (Kouzes and Posner, 2017).

The management is aware from feedback and performance that this is a problem and will need long-lasting solutions. Complex problem solving involves a series of observations and well-informed choices, and is the process of identifying and putting a solution to a problem into action. When tackling complicated issues, it's important to consider how a solution will impact both people and the environment, which is vital in managing our staff shortage (Hinde, Perret-Clermont, and Hinde, 1985). Dismal leadership, customer service, staff storage office, and substandard tools led to Godfrey Care Services' poor performance. Having the right number of staff in the team will help effectively enhance operations, which is a plus that the management was able to identify these problems and put strategies in place to resolve them. The expected results in line with the organisation's intended objectives will be carefully analysed (Adair, 2021).

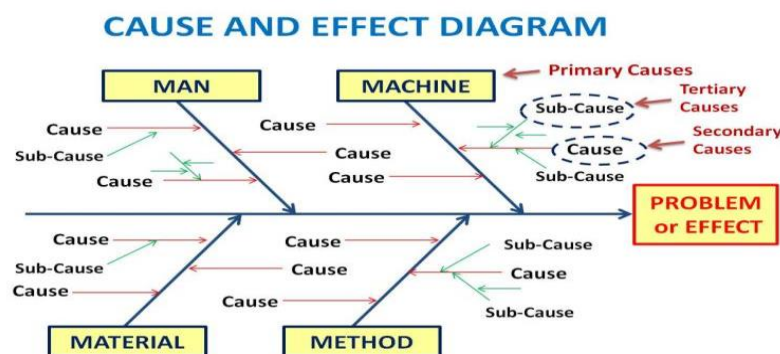
Use a decision-making strategy to find the best solution

Due to the impact that poor leadership and staff shortages can have on organisational productivity, our management should hire qualified and experienced managers and conduct regular employee performance reviews, while also hiring, training, and retaining quality staff (Sternberg and Frensch, 2014). Regular examination of internal and external input from

stakeholders is crucial in developing awareness of any organisation problem via questionnaires, surveys, and oral interviews. Using this information, workplace concerns can be identified or predicted (Sternberg and Frensch, 2014).

With the help of peer-group evaluation and team problem-solving approaches, many organisations are able to identify a number of challenges within their companies. Cause and effect analysis is also helpful in this light, as the tools was able to create awareness for the management and staff to be able to recognise that team source of problems, was poor leadership and shortage of staff, which was caused by the leadership, as they did not recruit when needed (Sternberg and Frensch, 2014).

Regardless of these, problem that was identified, with positive brainstorming with stakeholders (quality circle) for possible solutions that could be implemented in address the leadership and staff shortage problem etc, via positive mind map and collective inputs in providing lasting solutions to the staff shortage problem and poor leadership that is affecting the organisation and this will be explored in detail, what need to be done?, and how is it done? The cause and effect tool helped evaluate the above issues' effects (Felix,2022).



Source: (Felix, 2022).

Cause-and-effect analysis helps management do this. This diagram-based strategy encourages organisations to evaluate all potential sources of an issue. It uses brainstorming and a mind map to find enduring answers to challenges (Jennifer, 2020).

Problem-solving is an analytical technique for identifying possible replies. Complicated process requires frequent decisions. Finding the best response is the goal. Before identifying causes, issues, and remedies, identify the problem. Making decisions involves choosing a course of action based on management's appraisal of the situation or available facts. To avoid problems. Godfrey Care Service Ltd.'s management knows that making decisions is the first step in problem-solving (Jennifer, 2020).

Problem-solving and decision-making skills assist managers handle a variety of situations. They may have had similar challenges and gotten along well. Critical thinking is needed for decision-making and problem-solving. All businesses and professions demand judgement and problem-solving skills. Because they may assist organisations address challenging situations and difficulties, as management is delighted to have resources in managing and resolving problems as it indicates that the individual or management can balance a range of aspects and make decisions that benefit the company. A firm may have several challenges that require time and resources (Jennifer, 2020).

Effective managers must prioritise their problems. That involves making a few choices while problem-solving and then acting to solve the issue, which is one of the major effects affecting our team, as this quality of leadership is missing in our department, which has called for an urgent solution in resolving these issues with stakeholders such as the company director, senior managers, and HR manager and senior staff etc. in developing plans and solutions in these lights in line with the organisational structures (Jennifer, 2020).

Plan solution implementation

With the problem that was identified, a strategic meeting and audit was carried, and communication plan was implemented with the stakeholders as listed above

Communication plan

A communication plan template will be used. Who and when to contact stakeholders and who will be responsible will be decided. The communication plan template identifies complexity, which needs to know what, and what level. It helps identify our audience, what information they need, and whether they want a high report level, as the Stakeholders as huge role to play as they can make or break a project (Harris, Roussel, Dearman, and Thomas, 2021).

Mission:

The project strives to improve leadership, staffing shortage, and poor customer service to satisfy organisational goals (Harris, Roussel, Dearman, and Thomas, 2021).

The strategic audit helped expose weaknesses, such as personnel shortages, client wait times, and poor leadership. Complexity requires a year to plan. After finishing, we will scrap the project.

The project life cycle includes many activities. Project management includes starting, planning, controlling, and terminating. It helps management complete projects on time and within budget (Harris, Roussel, Dearman, and Thomas, 2021).

Initiation/Concepts:

The concept stage is vital because data was collected, the Godfrey Care Services Ltd current situation was looked at, and the data collected was used to identify their current situation (Gap), i.e. poor leadership, staff shortage, and it was ranked as a high priority at this time because it will cost the management £20,000.00 annually for extra staff to manage daily operations and clients' waiting time, which is a huge loss to the organisation (Harris, Roussel, Dearman, and Thomas, 2021).

Benefits/Business Case

This saves £20,000 and boosts employee and customer satisfaction. Before moving on to feasibility, a proposition and business case were presented, and sponsors were asked if the idea was good and would work, changing or training the managers and recruiting more qualified staff and it was agreed collective (Harris, Roussel, Dearman, and Thomas, 2021).

Planning:

At this stage, I provided input on our personnel scarcity, poor leadership logs and created a DEMO for stakeholder views, which was given to the project and HR manager, who helped manage the process and safer recruiting of staff. I deployed department heads as project manager and the HR manager to save money on a small project. He signed and dated it (Harris, Roussel, Dearman, and Thomas, 2021).

Implementation:

WBS was key. Project scope affected it. Each project life cycle package, subpackage, etc. Participants expected a timely, well-organized project. I acted. Socializing within the team boosted involvement, information sharing, and SMART project goals within a year. I make sure project milestones, activities, and resources (operational chart) are considered when assigning resources (who's doing what?). I will document and ensure project compliance. (Harris, Roussel, Dearman, and Thomas, 2021).

Schedule:

I make a timetable from time and activities. This tool helped the project manager communicate, track schedules, and chart progress (Harris, Roussel, Dearman, and Thomas, 2021).

Productivity:

Time helped the team understand the project milestone chart's start and conclusion dates. It aided delivery and decision-making (Harris, Roussel, Dearman, and Thomas, 2021).

Resourcing:

I will make project resources (money, people, etc.) available, assign tasks, and have the project leader manage them. Transparent governance and decision-making each team member includes stakeholders (Harris, Roussel, Dearman, and Thomas, 2021).

Project Management:

This phase was required. I collected and submitted data; the project is controlled. I ensure the project's needs and ensures outputs meet quality requirements and manages project quality (Harris, Roussel, Dearman, and Thomas, 2021).

Constrain:

I examined for limits and prepared alternative software delivery plans. I plan for numerous vendors and get buy-in. Goal determined obligations. Identifying and planning for risks (i.e., assumptions). Before developing the project, I considered its flexibility and reviewed past project/trade-off agreements. I will also consider recruiting a new leader, training, and elevating senior team members (Harris, Roussel, Dearman, and Thomas, 2021).

Prerequisites:

The CRM system will be integrated to the current system to better identify callers and reduce wait times and carefully explore job-seeker tools (Harris, Roussel, Dearman, and Thomas, 2021).

Closure

Every project ends. Before closing the project, lists were checked, lessons learned were identified, shared to the team, and stakeholders gave consent and signed. Unpaid employees were paid, reports were finalised, and accomplishment was recognised (Harris, Roussel, Dearman, and Thomas, 2021)..

Work break down structure- WBS

WBS is a delivery-oriented hierarchical segmentation of team activities to satisfy project objectives and create deliverables. Scope the project (Harris, Roussel, Dearman, and Thomas, 2021).

The project's phases are broken into deliverables and sub-projects (work packages). All project packages or phases are broken down into the smallest deliverable feasible, with clear roles and enough resources (Harris, Roussel, Dearman, and Thomas, 2021).

Timeline

Gantt charts show activities against time in a bar graph. We'll finish on schedule, according to the Gantt chart (Harris, Roussel, Dearman, and Thomas, 2021).

Project management method

It regulates the project's cost and schedule, helping the team determine how much it will cost and how long it will take. It also addresses worries regarding a premature project closure (Harris, Roussel, Dearman, and Thomas, 2021).

Assess monitoring and review methods to ensure solution success

The PDCA - Plan-Do-Check-Act Cycle model will also be helpful in the monitoring, planning and review process in ensuring that the solution of poor leadership, staff shortages and customers services is achieved.



Source: (Rundle, 2019).

The PDCA cycle is a simple yet powerful paradigm for fixing business challenges at any level. PDCA's continual evolution boosts output and efficiency.

PLAN

At this point, management will plan what needs to be done, taking cost and resources into account and getting the right resources that are needed and the management will employed

tools and resources in ensure that this is carefully monitored and planned, in achieving it desired outcomes in resolving the staff shortage issues etc As stated above (Rundle, 2019), an effective plan is also needed.

DO

After the decision has been made, regarding who is do what and how it will be done, in recruiting staff and avoiding future staff shortages, at the same time, agreeing on what to do regarding poor leadership and strategic that will be implemented in achieving staff shortages, poor leadership and customers services, what should be done and who is doing or acting what and the elements of the planning stage will be applied here as well (Rundle, 2019).

CHECK

CHECK is where management explains the goal, eliminates errors, and implements continuous improvement. Plan execution must be audited to ensure success; audit team can also eliminate troublesome procedure components and determine what went wrong, if any is observed (Rundle, 2019).

ACT

At this level, management must act because all possibilities have been explored, according to the stakeholders' strategic plan.

Overall,

- It improves people and processes.
- Test solutions in a controlled environment and it prevents errors, and management will have to work with a smart objective in line with the agreed Gantt chart log (Harris, Roussel, Dearman and Thomas, 2021; Rundle, 2019).

Conclusion

It is obvious that leadership can have a drastic effect in many organisations, and if not carefully identified and resolved, employing the right management or problem-solving technique could have drastic effects on management operations and productivity. Employing the right management tools can be helpful in this regard.

Recommendation

- It will be paramount for management to ensure that effective collection of feedback is encouraged
- Leadership and management stakeholders should be trained regularly and staff should always be carried along management daily operations.
- The right resources should be promoted in promoting effective customers services at all time
- It will be recommend for staff to be regularly trained and supported and explore best tools in getting quality staffing

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