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Introduction

In this essay, I will be discussing different types of complex problems that are found in a workplace and how they are managed; what type of constructive criticism is used to overcome them plus understanding the exact problem. Also I'll be describing different types of plans that could be used to overcome the problem. Some of the problems I will be describing will include;

Discrimination, harassment, lack of training and lack of two-way communication.

I will provide a reasonable solution which will identify on how to overcome those problems. I will provide a rough analyse on the information provided and what I have learnt.

I will include a conclusion and I will summarise everything in this essay and what I have learnt in this lesson.

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Complex Problems in the workplace.

To start of with I would like to highlight that before starting this class, module, I did not have a good understanding and great knowledge about different types of problems that could be found in the workplace. But I have learnt some most complex factors that are most found in the industry of work.

Discrimination

- Discrimination is a big problem that to this day people are trying to overcome, but there is a majority of employers who still discriminate against employees. Discrimination is when a person and/or group of people judge a person due to their race, re

There are 4 main types of discrimination under the Equality Act:

Direct discrimination

Indirect discrimination

Harassment

Victimisation

1) Direct discrimination

Direct discrimination is when a person is treated physically less favourably because of their characteristics but in some situations it can be 'objectively justified'. Not only their chracteristics but also this can include that the person is being discriminated against because they inherited or adapted to a family or colleagues characteristics; also known as direct discrimination by associations. A protected characteristic they are thought to possess, regardless of whether the perception is correct or not. This is direct discrimination by perception. Even though there is normally a deliberate act or exclusion, direct discrimination does not have to be intentional. This means that even if discrimination occurred unintentionally, a claim can still succeed.

2) Indirect discrimination

Indirect discrimination is usually less obvious than direct discrimination and is normally unintended. Generally speaking, it occurs when a rule or plan of some sort is put into place which applies to everyone; and is not in itself discriminatory but it could put those with a certain protected characteristic at a disadvantage.

In law, it is where a 'provision, criterion or practice' (PCP) involves all these four things:

The 'PCP' is applied equally to a group of people, only some of whom share the protected characteristic. It has (or will have) the effect of putting those who share the protected characteristic at a particular disadvantage when compared to others who do not have the characteristic. It puts, or would put, the person at that disadvantage. The employer is unable to objectively justify it.

3) Harassment

Harassment is 'unwanted conduct' related to a protected characteristic. It must have the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them.

Bullying, nicknames, gossip, intrusive or inappropriate questions and comments can be harassment. Excluding someone (not inviting them to meetings or events) may also qualify. To say the behaviour was not meant to cause offence is not a defence. With harassment, how the victim sees the conduct is more important than how the harasser sees it. Someone who witnesses this type of conduct can claim harassment if it has had a negative impact on their dignity at work, even if they do not share the characteristic as the colleague who was harassed.

4) Victimisation

Victimisation occurs when an employee suffers a 'detriment' because they have done (or because it is suspected that they have done or may do) one of the following things in good faith:

Make an allegation of discrimination

Support a complaint of discrimination

Give evidence relating to a complaint about discrimination

Raise a grievance concerning equality or discrimination

Do anything else for the purposes of (or in connection with) the Equality Act, such as bringing an employment tribunal claim of discrimination

A 'detriment' can include a loss, disadvantage, damage or harm. For example, being labelled a 'troublemaker', being left out and ignored, being denied training or promotion, or being made redundant.

Alternative solutions

Some solutions for discrimination in the workplace are;

- Retraining employees to be respectful towards one another, hiring employees who do not have a history of harassment.
- Firing those who are employees who are being problematic to employer and other employees.

- Setting reachable goals against discrimination with colleagues, taking even small steps to a discrimination-free workplace

Bullying and harassment

This problem is somewhat similar to discrimination.

Bullying and harassment in the workplace can take many forms, including verbal aggression, personal attacks, and other intimidating or humiliating behaviours. If workplace bullying and harassment is not addressed, it can lead to lost productivity, anxiety, and depression. Bullying and harassment can impact on the colleagues attitude towards work and can make them feel left out.

Counselling should be introduced so that this type of behaviour stops in workplace and so that people do not fall into depression due to being harassed.

Lack of two-way communication

This is a very complex problem that is found in, not all, but most workplace. It is when two or more people do not co-operate well and essential information isn't forwarded, whether it's between employer and employee or colleagues.

The importance of successful two-way communications allows messages are properly and thoroughly understand by the employee. Two-way communication works as a bridging gap between employers and employees. While good leaders are able to be good examples and are able to motivate staff members, poor and incompetent leaders are indecisive and are unable to inspire their team. what I mean by this is that when the employer, leader, is able to give good examples and is able to successfully manage a two-way communication, they are able to build an advanced workplace. But on the other hand if the employer has a poor skill on two-way communication, the employees will not follow what needs to be accomplished as they will not understand simple procedures that need to be done.

Solution

A solution that will help fix a two-way communication is to practice speaking to your employees and providing them with useful and essential information. Also, it would help if the employer is patient and makes time to make arrangements and inform colleagues of changes etc.

1. Establish baseline communication standards

Create a set of standards by which your company communicates both internally and externally. This will build a solid foundation on which future communication efforts can be built.

Depending on your organization's needs, you might create brand guidelines, conduct communication training, or something else.

2. Create a safe space for communication

Employees need to feel comfortable voicing their opinions, offering ideas, reporting issues, asking questions, and sharing criticism. For direct reports, they need to feel comfortable

bringing issues to you, knowing they're in a safe space when communicating within the set standards mentioned above.

For your leadership, you need to feel comfortable approaching them with issues. If not, gently force the issue to uncover the reasons why it isn't a safe space for broaching problems with them.

3. Must be consistent and constant

When it comes to communication in the workplace, employees should be able to rely on consistent efforts. By setting standards as mentioned above, communication should sound consistent.

But it goes beyond that. Effective communication in the workplace should come through consistent channels and vehicles and people.

This requires constant communication, not a one-and-done effort. If the only time employees hear from leadership is when a major problem or change crops up, they will begin to fear communication from those leaders.

That's the exact opposite of what you're striving for – a safe environment. Instead, they should be accustomed to hearing what's going on and getting some warning (when appropriate) that change is afoot.

4. Master your meetings

Meetings are the mainstay for most companies, especially businesses wondering how to improve communication in the workplace.

On the one hand, they can be a productive way to get multiple people aligned and working toward the same goals. However, if run poorly or have too many extraneous people involved, meetings can have the opposite impact.

If you're seeing communication issues in their workplace, meetings can be a quick win and easy adjustment.

Simple but effective strategies here include keeping meetings short, sending an agenda ahead of time, staying on topic, inviting only those people whose presence is truly needed and outlining clear action steps you want participants to take after the meeting.

Lack of training

Lack of training is when the employers employ someone who does not have the right type of experience and lacks the understanding of the workplace. Although it might seem as if it could be manageable, it does start off with problematic understandings. The employee is not trained and isn't going to co-operate like someone who has their experience and understands their duties and task, whereas someone who isn't trained they will need training before they are given anything harder and complex tasks to do.

Therefore, it is important for employers to ask for information about any previous experience and/or training they have so that the leader can build a successful workplace.

The solution for this problem is primarily providing the employee with some sort of training which will help with their job.

Summarise

To summarise all the information I have provided I would like to add that I have now a great understanding about the different types of problems that could possibly be in a majority of workplaces and if so how they can be undertaken and overcome such problems. I have given suggestions of some solutions that could possibly be added to help overcome such problems.

I have also researched these problems so that I could investigate further and see what different problems come out due to an unsuccessful leader; but I found possible solutions for them.

What I have learnt is that to build a successful organisation, there are some problems to be undertaken which will amend the workplace to accomplish even more.

Conclusion

To conclude I am very happy that I was able to take part in this class as it expanded my knowledge and I understand further strategies in case of one of these problems do show up.

Thank you for taking a time out of your day to read through my essay.

Reference

- Hrsolution
- Power DMS
- Image UP
- Alert software
- Employment handbook