

Programme:	CerHE Skills for the Workplace		
Module:	Problem Solving and Decision Making		
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Student ID

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Task 1: Role Play

Role Play

In this task, the supervisor and the unhappy employee will take on different roles as we explore two situations. In the first situation, Florina Daniela Bitu, the company's supervisor, and I, a disgruntled employee, will act out a role-playing exercise. Florina Daniela Bitu will play the irate employee in the second situation, and I will play the company supervisor. The first scenario is:

Florina, manager: Hello, I am the owner of your company. How are you doing today?

Ramona: Hello, Miss. Despite the fact that we are thriving, the environment at work in the business is deteriorating, which is undermining our confidence.

Florina: What do you believe the reasons are for the unpleasant working environment at the company?

Ramona: Ms, I believe that the main cause of the current work environment's unpleasantness is the rise in employee dissatisfaction. Therefore, improving employee satisfaction should be crucial for reestablishing the fruitful environment at the business.

Florina: Is it possible to pinpoint precisely what is upsetting employees?

Ramona: The Company's primary grievance from workers is that they are paid too little. In view of the pandemic, the company should assist its employees and not lower their wages. This kind of behavior had a negative impact on the employees. As a result, the business should take the required steps to handle this problem as soon as is practical because doing so can be advantageous for the company as a whole.

Florina: What you state is true. Employees are the motivation behind any company's success. I am glad you told me about your struggles. I am going to get to work straight immediately on a remedy.

Ramona: What are you doing right now?

Florina: Noting at all, Ms. How do you feel?

Ramona: I am also in excellent condition. In any event, I have some concerns about the safety of your work, as the pandemic scenario in the country gets worse.

Florina: Yes, the fact that the virus is so fatal to people makes us very concerned about this issue. Stronger measures are therefore necessary to keep the virus under control.

Ramona: The well-being of my employees is my main concern when making choices. If I am able to ensure your protection during this pandemic, I will take charge of the task. If not, I will put off beginning the company.

Florina: Ms., if the business's activities are delayed, it will be challenging us to support ourselves because we are dependent on the company's job. Here, it is important to take into account both our bodily health and our capacity to earn a livelihood. As a result, the company needs to take the appropriate safety measures to safeguard both its clients and workers. Vaccinating every person of our team is another way we can protect the health of our employees. To stop the spread of the illness, employees should maintain their distance from one another.

Ramona: Please receive my appreciation for the assistance I have given. It is justified to take staff pay into account. If we want to maintain the company operating, we must take care of our health. In this regard, we ought to consult some health experts. They have knowledge that will enable us to guarantee the welfare of our employees.

Florina: Thank you for coming, Ms.

Task 2: Individual Report

Introduction

Any company that wants to grow and improve must have people who can think clearly and make good decisions. Strong problem-solving skills are needed to solve a wide range of problems and disagreements that can come up at work. Being able to make good decisions shows that you have these skills. Leaders can get employees more involved by giving them more responsibility for making decisions and fixing problems. Managers should be able to identify important problems, come up with good solutions, and make good decisions when workers face problems that make it hard to get work done. Part of the process is figuring out how to analyze a situation, talk about problems, look at choices, and come up with a solution. Delays at work are a common problem that needs to be fixed. This study uses the fishbone method to figure out how big the problem of employees being late is. It also suggests possible solutions, like bringing back an attendance policy, starting an awards program, and making a work-life health project stronger.

The Workplace Problem

In a great workplace, one of the most common problems leaders have to deal with is workers who show up late. A lot of people are always late to the job. Constantly being late to work is a big problem that slows things down a lot. Most of the time, workers don't report events right away, even though laws and company rules require them to (Osborne and Hammoud, 2017). Policies may say that workers have to be at the office by a certain time, but in reality, many workers are late for a variety of reasons. When people are consistently late to work, it makes it hard to get things done. The goals and performance standards of a company can be hurt by workers who are always late (Sabir, 2017). The employee management model says that being late is a problem that hurts confidence and ethics at work.

Analysis the Problem

To be late means to get to work later than planned. Several studies have found a link between delay and other types of detachment among workers, such as absence and turnover. Delay is a

type of employee turnover that cannot be stopped, but its reasons can be fixed. Things like being sick, sleeping too much, or putting things off can all lead to being late. Even though these are all good reasons, most people who are always late to work blame bad traffic and personal problems. Jones, George, and Hill (2007) say that about 23% of workers say they are late at least twice a week. Most people who don't go to work when they are supposed to say it is because their company's rules are too strict and boring. The people who are still late to work usually have a big reason, like a family emergency or a health problem. Employees who are unhappy with the way the organization's policies are set up or who are having personal problems that make them less responsible at work are more likely to quit.

Root Cause of the problem

Employers have trouble with employees who are always late to work. The reasons they give for being late range from bad weather and heavy traffic to illness and family obligations. Some late workers might have good reasons for being late, so it is best to assume the best about them. (Proctor, 2018). Managers, on the other hand, need to take the initiative to find out why employees are late so they can come up with strong solutions that will encourage workers to get to work on time. For example, managers can help their employees be more productive by discussing possible solutions based on the reasons given by each worker. Notably, being patient with workers who are always late calms them down. (Belton and Stewart, 2002.) If an employee is always late, it can hurt how much they are done. When time management solutions are used correctly, they can cut down on delays even when the immediate cause is out of an employee's hands.

Problem-Solving Tool

A fishbone diagram can help you figure out how to fix the problem of people being late to work. A fishbone diagram is a type of cause-and-effect tree in which each possible cause of a problem is shown as its own branch. Then, each of the groups found in the system is broken down into many smaller groups. By helping management teams figure out why employees are late, the tool solves the problem of delay at work. When you use the tools of six sigma, it is easy to figure out what is going on. (Lotich, 2020). For example, putting things off has become a problem in some places of work. Constant nagging and explanations have less of an effect on how quickly people can find good answers. Therefore, the fishbone diagram can help figure

out why workers are late to work. Once the root causes have been found, their effects can be figured out and solutions that will work can be suggested. (Ziegenfuss Jr, 2001). In the end, a fishbone-cause-effect tool makes it possible to study the reasons of late in depth and helps come up with solutions that can be used to fix the problem.

Solutions

- ❖ One way to deal with employees who are late is to enforce a strict attendance policy again. The fishbone analysis tool shows that most workers get to work late because they overslept or were worried about being late. Therefore, management cannot just hand out a paper with the rules about attendance. Instead, a guide should have an attendance policy to help workers understand what it means to be late, why it is important to the company, and what will happen if they are caught. (Forte, 2017). For being late, there should be warnings and consequences like fines, bans, and even raises.
- ❖ Another way to deal with the problem of employees not showing up for work is to set up a system of rewards for showing up on time and doing good work. Again, returning to the fishbone tool analysis, some workers have said that they are late to work because they do not feel like they have a say and are not given any incentives. Getting people to show up on time for work can be done in a number of ways, such as by giving those annual bonuses, pay raises, and opportunities for growth. A full reward system is one way to show workers how much you appreciate them. (Aquino et al., 2016.) It is also a good way to get staff members who are always late to work to change their plans for the better.
- ❖ A program that helps employees and puts their health first can also help boost output. Some people are coming to work late because they cannot find a good balance between work and life. (Hassink, 2018). The fishbone image shows that people who have trouble dealing with their problems are more likely to bring them to work. It is not good to be late. Therefore, a business can set up an EAP to give workers services that help them keep their work, home, and personal lives in order. (Badubi, 2017). An organization's investment in an employee support program pays rewards in the form of a better, more involved staff.

Implementation plan

It would seem that the best way to improve staff punctuality is to restore a strict attendance policy. The fishbone analysis tool shows that most workers get to work late because they overslept or were worried about being late. To stop these problems and get people to work on time, management plans to give out a guide that explains what it means to be late, why it is important to the company, and what will happen if people do not follow the policy. (Cottrell, 2017). Management has chosen to have a meeting with everyone on staff to get their ideas on how to carry out policies. At the meeting, people will talk about punishments for not showing up on time, like fines, bans, and awards.

	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6
Enforce a strict attendance policy						
Set up a system of rewards for showing up on time and doing good work						
A program that helps employees and puts their health first can also help boost output.						

Employees will submit adherence papers to show that they have read the attendance policy and agree to its terms and conditions. Again, during the first few weeks of putting the plan into action, management should meet with staff three times a week to talk about any problems that might come up. In addition, management will create programs to ensure workers continue to grow professionally. Most importantly, staff should have training classes once a week to

improve their skills. (Pizlo, 2012). So that there is good contact between the workers and the management team, workers will be able to ask questions during training classes. Several ways, like a 360-degree feedback review and group reports, will be used to keep track of performance.

Communication plan

Communication is a key part of making sure that any business change goes smoothly. With the help of a good communication plan, stakeholders can understand why and how much a change process needs to happen. (Rajhans, 2018). The best way for management to get workers and other key partners on board with the new attendance policy is to give them a written communication plan with specific messages and strategies for doing so. Key people should be sent a letter with the plan for action.

Therefore, during the review and clearance steps, management needs to talk to the right people to find out what they think. All of the work that has been done can be linked back to a summary of the action plan, which is the base for the strategy for fixing the problem (Damiano, Bragantini, and Licciardi, 2017.) To make sure that everyone is involved in making the strategy work, we will give them all copies of the execution plan. When people talk to each other well, they can agree on the best next steps for positive action and give each other useful feedback.

Stakeholder	Power/Interest	Key Interests and Issues	Communication Method	Frequency
Employees	High	Staff Members who Experience Discrimination at Work	Get in touch with the unhappy workers personally.	Regularly
HR Managers	Medium	They are responsible for carrying out the strategy suggested in response to the	Spread the word through seminars and workshops	Monthly

		recognized problem.		
Top Management	High	They are the ones who have to give the go-ahead for the problem-solving procedure to begin.	Sharing the complete story with them in written form.	Quarterly

Monitoring and Evaluation Process

Monitoring a program all the time gives reliable information about how well it works. The answer to the policy on attendance will be put into place with the help of a few ways to keep track of and evaluate things. Peer review is one way to keep track of and judge how well workers follow the rules of the attendance policy. (Shepherd, 2016). Employees will be able to talk to management in private about a wide range of attendance-related issues, such as how the policy has affected their health and whether or not it has made them more or less interested in their jobs. This plan gives a one-of-a-kind chance to examine the skills of staff members that are important to the performance of the program.

Competency on a measure is another way to keep track of how well someone is doing with different parts of time management. Management uses a way that tests both workers' skills and how well they follow orders at the same time. (Armstrong and Taylor, 2020). A 360-degree feedback assessment method will be used to make sure that all staff members have a fair chance to share their thoughts and ideas. In the 360-degree feedback method, polls will be used to find out about workers' levels of motivation, their ability to lead, and how flexible they are (Straus, 2002). With a thorough strategy of watching and assessing, the management team can figure out where certain changes in results came from.

Conclusion

In fact, even in the best workplace, problems and arguments between workers are inevitable. If you want to get things done faster, you have to be willing to go to great lengths. One of the biggest problems leaders face even in the best situations is when their workers are late. Even though being on time is important to their bosses, some workers are always late to the office. According to the results of the fishbone analysis tool, workers often said that they were late to work because of heavy traffic, family problems, or bad weather. Managers can take positive steps to cut down on delays, like setting up a reward system, an employee help program, or an attendance policy. Bringing back a policy on attendance is the best choice because it will make employees more responsible and motivated. To make sure the change project works, it's important to use accurate tracking tools like peer reviews and 360-degree feedback evaluations.

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