

Subject: Problem Solving and
Decision Making

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1. Ask anyone with advising skills if they solve complex problems for clients, and the answer is almost surely "yes." If they said they solved simple problems, that wouldn't sound very presumable, would it?

They all say they fix complex problems. But when we started figure it, were the problems they fix complex? Or are they just entangled? In this article, we will examine some point of complex problems and compare them to simple complex problems. The sharpness is important because the complexity of the problem can radically change the way you approach it. R. Barnes (2021)

2. Identify the problem

To solve a problem, you must first induce what the problem is. You may think you know, but you need to check it out. Sometimes, it is easy to center on symptoms, not causes. You use an impartial approach to determine what the problem is. The questions you might ask include:

- ◆ What did I (or others) observe?
 - ◆ What was I (or someone else) doing when the problem occurred?
 - ◆ Is this a problem or a symptom of a deeper underlying problem?
 - ◆ What information do I need?
 - ◆ What do we already have to try to solve this problem?
- (BcCampus, n.d.)

Search for alternatives

It seems obvious that you must do to fix this. Sometimes this is true, but most of the time it is important to identify possible options. This is where the visionary aspect of problem solving really comes into play. Brainstorming with a group can be a great device for identifying thinkable alternatives. Think about as many capabilities as possible. Write down these ideas, even if they seem offbeat on first result.

Sometimes stupid ideas can contain the germ of brilliant solutions. A lot of times people make choices too briskly without really considering all the options. Expense more time

looking for alternatives and weighing their consequences can really pay off. (BcCampus, n.d.)

Weigh the alternatives

Once many ideas have been activated, you need to evaluate each of them to see how capable they are in solving the problem. Consider the following factors:

- Impact on the organization
- Impact on public relations
- Impact on employees and organizational climate
- Cost
- Legality
- Ethics of actions
- Whether this course is permitted under collective agreement
- Whether this idea can be used to build on another idea (BcCampus, n.d.)

Make a choice

Some creature and groups avoid making decisions. Not deciding is a decision. By sluggish a decision, you may stamp out a few options and alternatives. You lose direction over the situation. In some cases, a problem can amplify if it is not dealt with promptly. For example, if you do not grasp customer complaints promptly, the customer is likely to become even more upset. You will have to work much harder to get a comfortable solution. (BcCampus, n.d.)

Implement the decision

Once a decision is made, it must be appointed. For major decisions, this may involve precise planning to ensure all parts of the movement understand their role in the change. The kitchen may need a revamp and new appliances. Staff may require further training. You may have to plan for short-term stoppage while making necessary changes. You must alert your customers of the closure. (BcCampus, n.d.)

3. Improve your reputation and image

When a company is fronting for suppliers, it is often necessary to have a Quality Management System (QMS) based on ISO9001 to be considered. This is especially true if you are vying for public sector jobs in many countries. Obtaining ISO9001 certification can be a powerful marketing tools. (Situational Leadership, n.d.)

Improve decision making

By making decisions based on witness rather than intuition, you can focus more on directing funds to areas that can increase efficiency and cost savings and reduce trial and error to find the right resolution. (Situational Leadership, n.d.)

Create a culture of continuous improvement

By appying a culture of continuous improvement to improve your processes and organizational gain, you will find

efficiencies and cost savings, including the use of systematic measure when problems arise to reduce the impact of problems and increase the speed of reinstatement. (Situational Leadership, n.d.)

Increase employee engagement

Employees who are involved in the elevation of the processes they work with are happier and more steady employees. Engaged employees are more productive and will help the company better improve and redeem, especially when they understand how the quality of the process depends on them. (Situational Leadership, n.d.)

4. Pro/con technique

Key Use: Making Decisions Related to Comparing Two Options

The pros and cons techniques can be used with pairwise comparative analysis, weighing the pros and cons of a decision is an old story. Similar techniques include plus/minus/interesting (PMI) techniques and force field analysis. (ChangeBoard, 2019)

Multi-voting

Key use: making fair and balanced group decisions

When making decisions as a group, use multi-voting to weed out lower priority options. You can then use other, more

exacting techniques to make key decisions on a smaller (and therefore more manageable) group of options.

Multi-voting can be as simple as giving each member of the group a list of ideas and telling them they can only vote for the three ideas they consider most important or beneficial. Tally up the votes to determine which options are deemed most important by the group. (ChangeBoard, 2019)

Linear programming (LP)

Key use: Make the most of limited resources

Linear programming uses mathematics to express demand as a linear equation. It is useful, for example, when making decisions related to problems that arise in operations research. (ChangeBoard, 2019)

Decision making trees

Critical Use: Evaluating Multiple Outcomes Before Making Difficult Decisions

When business decisions need to be made, the outcomes are not always clear. For example, a business may need to choose between conflicting strategies while being hindered by limited resources or other barriers to success. Decision trees can provide visual aids when considering various stages of a proposed solution with ambiguous outcomes. (ChangeBoard, 2019)

5. Objectives

You will outline your project goals in the first step of the implementation process. Set your goals and decide which metrics your team will measure to monitor progress. By clearly identifying your project goals, you and your team can measure progress and performance as you move forward. (Team Asana, 2021)

Scope statement

As you do your research, you will set the scope of the project in the second step. Your project scope statement should outline the boundaries you set for the project and broadly define the goals, deadlines, and project outcomes you will strive to achieve. Defining your project scope in an implementation plan helps prevent scope creep as you go further in the project. (Team Asana, 2021)

Outline of deliverables

Deliverables are the tangible goals of a project. Outlining the deliverables, you want to create can serve as a resource when managing time frames, delegating tasks, and allocating resources. (Team Asana, 2021)

Task due date

Although the project timeline may change as your project progresses, it is important to be clear about your expected deadlines during the implementation plan. When you estimate task due dates, you can schedule milestones and plan project completion around those due dates. You typically see Gantt

charts for strategic planning and implementation planning. This is because Gantt charts display information in a linear path like a timeline. (Team Asana, 2021)

Risk assessment

You will perform a risk assessment in the third step of the implementation process. Whether you use a risk register, SWOT analysis, or contingency plan to identify risks, be sure to include these documents in your plan. This way, others involved in the project can review your findings and possibly help you prevent these risks. (Team Asana, 2021)

Team member roles and responsibilities

You assign roles and responsibilities to team members in Step 5 of your plan, and documenting these in detail keeps everyone accountable. Whether you use RACI charts or other tools to clarify the roles of team members, there should be a place in your plan for everyone to refer to in case something goes wrong.

Your implementation plan may be unique to the project you are working on, so it may include additional components not listed above. However, you can use the above six items as your guide, so you know your plan is comprehensive.

Many aspects of project implementation overlap with strategic planning. As a project manager, developing a

project implementation plan alongside the strategic plan helps minimize the overall time spent planning.

Another way to save time during the planning process is to store all your plans in a work management platform. When your project team is ready to start the implementation process, everything is in one convenient place. (Team Asana, 2021)

6. A stakeholder communication plan is a strategy developed by an organization to better connect with its stakeholders and assess their feedback on key items on the company's agenda. As a general description, it identifies who the company needs to communicate with, what topics need to be transmitted, how it is distributed, and how often. The main objectives of the stakeholder communication plan are:

- ★ Help the organization achieve its goals and achieve its long-term goals
- ★ Maintain or improve relationships with those who can influence the organization's success, also known as key stakeholders or target audiences
- ★ Improve the effectiveness of company operations
(Indeed 2021)

7. As an Action Plan for a solution to a problem is being implemented it is important to monitor its progress. Once the plan has been implemented, you need to evaluate the success of the solution.

Monitoring the plan should not be confused with evaluating the solution. Monitoring the plan helps to ensure that the solution is being implemented as expected. Evaluating the solution occurs after the plan has been implemented and provides an indication of whether the solution has rectified the problem. dlsweb.rmit.edu.au. (n.d.)

Monitoring the plan

To monitor the plan, the following questions should be asked:

Was each step performed correctly?

Are you performing each step on time?

Have the expected results been achieved after completing each step?

Establish on the answers to the above questions, the following questions may need to be considered.

Need more time?

Need more tasks?

Need more resources?

Is the plan realistic?

What action needs to be taken?

Does the plan need to change? dlsweb.rmit.edu.au. (n.d.)

Evaluating the solution

Once the solution is implemented, it needs to be evaluated for its success. Evaluating the success of the solution allows for changes or changes to the solution as needed. Whether successful or not, evaluating solutions can provide lessons learned that can be leveraged when addressing similar problems in the future.

When evaluating your solution, you need to answer the following questions:

Where were we before the solution?

Where are we now? Where are we going?

By answering these questions, you can determine if you:
achieved the desired state

went from the problem state

returned from the problem state

remained in the problem state

Solutions can be short-term or long-term to achieve their results. Therefore, the evaluation of the solution needs to be done at an appropriate time relative to the expected outcome. dlsweb.rmit.edu.au. (n.d.)

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