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Problem Solving and Decision Making

BMSW4004

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“Write a report of 2,000 words, in which you apply recognised problem-solving tools and techniques to identify and propose solutions to a work-based problem, to include an evaluation of possible solutions. Discuss and agree with your lecturer a suitable problem to be solved which may be drawn from your current or past work experiences or an agreed situation.”

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Introduction

In the workplace there are plenty of problems that employees can face everyday. In this report I will try to recognize some work-based problems using techniques and knowledge gained during lectures about Problem Solving and Decision Making. I wanted to focus on unmotivated employees, as this is a first step to many problems within a company.

Unmotivated Employees

The human factor is most important within any company, regardless of its segment. When we find an unmotivated employee, it can compromise the entire team. The reality is that the job market has changed, and people are no longer seen as just part of the resources. As much as science and technology have had great advances, nothing replaces human beings. Each person is a unique being, with their strengths and weaknesses. When a company and its managers understand the importance of investing in good training, success becomes guaranteed, as the weaknesses become strengths, showing the talent of each employee. Due to the pandemic, which has raged the past three years globally and is beginning to spread, people feel frustrated with everything around them.

Therefore, they feel unmotivated according to unfulfilled interests and expectations. It can be caused by the habit, the routine that is always the same, or the feeling that they will not have the deserved growth at work. Among the most varied reasons that lead people to lose motivation in their professional life, mainly in the low salary and the lack of appreciation on the part of managers, causing a negative climate at work. There is a lack of motivation when employees are subjected to disparate treatment by their bosses. There is a daily reduction in productivity if employees in a corporation are treated unequally, with some elevated and others degraded. This drop causes, in addition to harming companies, disputes between management and employees, generating an inappropriate atmosphere for teamwork.

Consequences of Having an Unmotivated Employee

Due to the current pandemic, human beings tend to get demotivated more easily. Thus, this situation that people experience happens both in their personal lives, in their sentimental lives, and especially in their professional lives. If there is an exacerbated lack of motivation in the company, managers must try to understand the reasons for this and trace new paths. In other words, it will be necessary to plan so as not to make more mistakes.

Most people have been unmotivated by something during their lives. This is completely natural in human beings throughout their lives, whether in their emotional, family, or professional lives. Some phases in life and many factors originated during this passage can impact a professional's performance. This is either because they are not properly separating their professional and personal lives due to some company aspects. Therefore, this can lead to this lack of interest, completely demotivating. Henry Ford knew very well about the importance of his employees when he famously said: "You could take away my factories, burn down my buildings, but if you give me my people, I will build all my businesses again." The costs can become very high for a company with a low-motivated employee.

Causes of Demotivation in Employees

No company, no matter how large a market, can grow without the help and cooperation of its employees. All the company's success is due to their satisfaction in a working environment where they feel happy and motivated. However, managers can often see their team unmotivated and wonder why this problem exists. The company can often correct these reasons through good internal communication, recognition that shows employees how important they are, investments inadequate training, and healthy workplaces. To find the solution, however, it is necessary to find out the causes of this lack of motivation and then create strategies to overcome it (van der Kolk, van Veen-Dirks, and her Bogt, 2019).

Excessive Activities

The accumulation of functions is harmful to the health of professionals and also to their productivity. Overworked workers end up being stressed, tired, and, consequently, unmotivated. Many employers are not aware of how excess activity reflects on their staff and may see this backlog as a positive thing. However, it is one of the main causes of employee demotivation and can mean a drop in productivity, an increase in absenteeism, and even staff turnover. So, it is important to keep the team with a healthy amount of work, distribute the tasks consciously and with adequate deadlines. This will make a difference in the spirit of the employees.

Lack Of Appreciation

No motivation in the world resists the lack of professional development. Working, making an effort, and never receiving positive feedback make the worker lose the will to dedicate

himself. And among the main causes of employee demotivation, feeling undervalued is, without a doubt, one of the biggest. There are several ways to get around this problem, and some actions can be the difference between a hard-working team and one that does only the basics. The main ones, of course, are promotions and raises, but there are other effective ways to value employees. It is important to offer courses, training when appropriate and give bonuses. These attitudes may seem simple, but they make all the difference in the team's motivation and, consequently, in their productivity.

Inappropriate Working Environment

This is, for sure, one of the main causes of employee demotivation in a company. Imagine working in a work environment where you don't feel at ease, are offered good conditions, or lack the necessary equipment. You sure wouldn't feel motivated, would you?

It's no different with its employees, and they need an environment that offers good working conditions and is suited to their needs. Cleanliness and organization of the environment are fundamental, but that is not the only thing that discourages employees. Lack of comfort, inadequate chairs, little circulation space, and a lot of noise are problems that can make the work environment stressful and affect productivity. So, to make employees more motivated, employers must invest in suitable locations within ergonomic standards and designed for their well-being.

What can Cause Demotivation?

Regardless of position, area, or sector, employees have demands and tasks to be fulfilled within the company. Therefore, everyone needs to exercise the functions proposed by the employer. As with everything else in life, some people are dedicated to what they do, and others are not very interested. That is, they show even little case in the service performed. The unmotivated employee is like that for anything that comes up other than what he expects. But other people are still meeting and believe that they keep in mind that it's essential to give their best wherever they are.

The manager can identify an unmotivated employee within the company when the hours are not met both on arrival and departure in their daily journey, for example. One can also see if the quality of customer service is down by noting that the person is not in the industry when

most needed. Each person may express Demotivation differently. Therefore, the important thing is that employers are always connected and open for conversation. Another factor that causes Demotivation is the lack of access to immediate superiors. This failure in the company's internal communication with its employees can cause problems that directly reflect on its motivation.

Given this lack of motivation, we see that even the problems that this professional is going through are reflected in how the client is treated. Therefore, it is evident through the behavior of the professional and the manager identifies the lack of motivation in the relationship. But another indicator is the quality in which this employee serves his customers inside or outside the store.

Identifying Unmotivated Employees

It is important to know how employees are performing outside the company, where they are most personally with the customer. This contact can be made by smartphone, for example, through an application that has this tool. It sends the results directly to the system accessed by the manager and can be very useful. It can also be observed by the manager, which is the exact use of the hours worked within each sector. For this to happen with the proper motivation, the manager must provide flexible schedules, thus aiming at the right increase in sales.

The manager must always pay attention to the signals of his personnel. In other words, when employees have health or family problems, they will demonstrate the agility of their work or contact with colleagues. Another demotivating factor is routine. This can become tiresome, even frustrating, depending on the type of work he does in the company. Thus, the tiring routine can reach the point where the unmotivated employee feels that his career has stopped in time. On the other hand, competitiveness within a team can be healthy when the subject is well developed, and the group is mature to deal with it. But if there are disagreements or lack of respect, they can become demotivating factors for everyone in the company.

Increasing Employee Motivation:

Take Care of the Organizational Climate

First, it is important to create a healthy environment among employees. This must be a priority for the management. When the weather is not pleasant, relationship problems between the team and lack of motivation will hinder sales. Observe the difficulties and how to apply the

improvements and provide a quality structure so that everyone feels motivated to see how the company invests in human material.

Taking care of the organizational climate also means providing access to information. Both leaders and managers and the sales team need to have access to data and indicators relating to the internal functioning and about their customers. This information will help improve overall business performance, including sales performance.

Set Clear and Objective Goals

When the goals are set clearly and objectively, they will act as a compass within the company. They will motivate the unmotivated employee and lead the company to higher sales. An excellent idea would be to create at least 50% of the goals in partnership with the team, where the manager would act as a facilitator to ensure that the proper goals are created (Hanaysha, and Majid, 2018).

Recognize Talents

Feedback within retail is essential for achieving goals, as they improve performance, both individually and collectively. Misleadingly given feedback can harm an entire team. Therefore, most employees will not have their initiatives. Consequently, when there is no adequate feedback from the manager or leadership, the feeling is that the company is not valuing the work.

When one tries fixing a problem by pointing it out, it is best to do it in private. This will help employees gain the collaborator's trust and make it easier to point out the best direction to take next time. Employers must always give praise in recognition of both individual and collective effort. Know how to value their talents, give a bonus, surprise the sales team. Send a collective email congratulating everyone for their achievements. An unmotivated employee, who does not receive feedback correctly, can harm himself in his career and the company itself.

Provide Opportunities to Lead and Take Responsibility

In most cases, the manager may have a different view of the company from other employees. But that doesn't mean sellers don't have good ideas to share. Provide opportunities for everyone to demonstrate their talents in terms of leadership and thus take on greater responsibility.

Offer Home Office Days

The world has changed, and we are living the new normal. Many companies have significantly increased their sales, even in times of social isolation. What is the secret? Employees who do not need to spend hours in traffic because they work at home. For this, it is important to see the reality of each employee, but negotiating at least one day for each one of the team to work from home can be a great way to establish trust and reach sales goals (Radin Umar et al., 2018).

Daycare at the Company

Separating personal life and work creates great stress. It is already scientifically proven that the happiest people have the same healthy behavior as their co-workers and their families. When employees see their children more often in the work environment, their lives become calmer and more motivated to produce and generate results.

Flexible Working Hours

It is nothing new that, within the workplace, not all hours are fully utilized. When flexible hours are offered, motivation increases, and performance also increase. Never force an employee to stay in the workplace when he or she is experiencing health problems or has a more serious family problem.

Offer Training

Invest in training that offers a diversified mix, as this employee will always be updated on the main trends related to the products. SER Casting is the most revolutionary for people management optimization solutions in retail. Managers will keep the team updated through mobile devices, such as smartphones or tablets. Training is flexible through short videos, games, tests, or educational materials, so employers won't have unmotivated employees. They will be constantly improved and motivated to succeed in the sales team.

The Casting Solution brings a complete method and a mobile application to better adhere and perpetuate the method to day-to-day management. The method comprises the following pillars: Managing Indicators, Managing People, Developing People, and Motivating People. Finally, when one invests in their human capital, their employees will be more engaged. As a result, they will work with more commitment, aligning their professional and personal goals with the companies (Caponecchia, Branch, and Murray, 2020).

Conclusion

The best thing in these situations is to understand who is instigating these situations and try to implement zero-tolerance rules for bullying situations. Improve communication between everyone and make people understand that it is not because they disagree that there need to be problems. Debates can be healthy as long as employers and employees don't cross the line of aggression and intimidation. People want to feel good at their place of work. In turn, employers want employees who are happy with their work. The aim is to work in this direction and create a pleasant workspace that motivates people. Because when employees fail, the result is quick and has negative consequences for everyone.

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