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Introduction

Problem-solving skills are increasingly valuable in our rapidly changing world. They enable individuals to navigate challenges, make informed decisions, and think creatively to develop innovative solutions to complex problems. (Seed. 2003) This report examines the importance of problem-solving skills in personal and professional development by analysing the example of Currys - one of the largest electronics retailers in the UK. Initially founded in 1884 as a bicycle shop, Currys successfully adapted its business model over the years to become a leading retailer of electrical goods with a strong online presence. By exploring Currys' history and current practices, this report demonstrates how problem-solving skills can facilitate success and longevity in business operations.

(At a Glance .2023)

THE WORKPLACE PROBLEM

A lack of human resources at Currys means there is not enough staff to meet the company's needs in different departments. The extent of the problem depends on affected departments, number of employees required, and duration of the shortage. Longer and larger shortages have a greater impact on the company's efficiency and effectiveness.

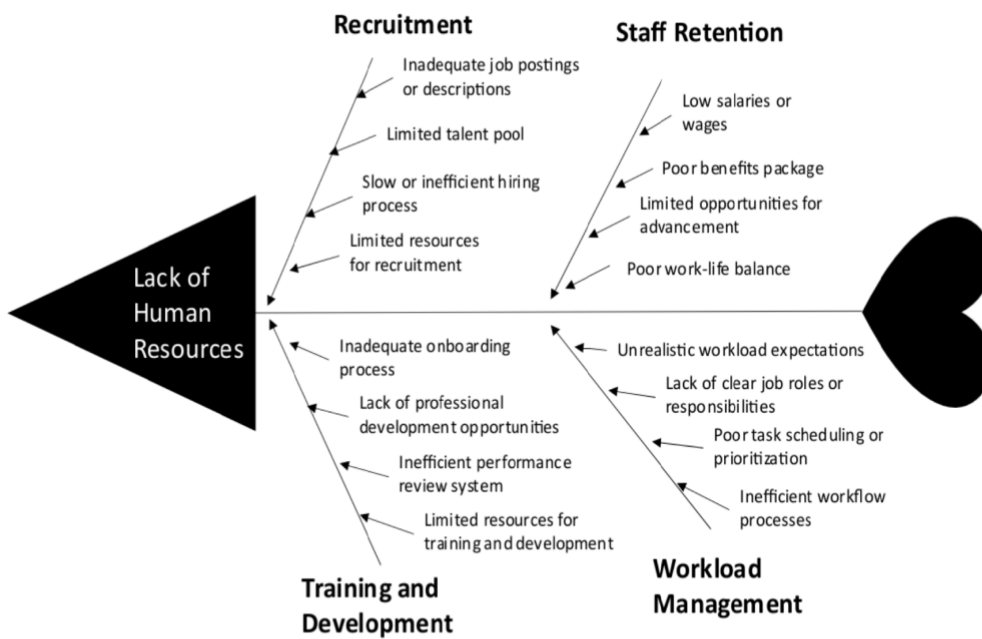
The lack of human resources in an organization can have both short and long-term impacts. In the short term, it can lead to delays, poor customer service, and reduced productivity. Long-term impacts can include a decline in brand image, limited innovation and growth, and staff burnout. Overall, the lack of human resources is a complex problem that affects an organization's efficiency, effectiveness, reputation, innovation, and growth potential.

ANALYSING INFORMATION

Fishbone Diagram

A fishbone diagram is a visual tool used to identify potential causes of a problem by breaking down into contributing factors. It helps teams investigate root causes and develop effective solutions to the problem. (Coccia, M.2018)

Each of the contributing factors can have a cascading effect on the others, leading to the complex problem of a lack of human resources. By using a fishbone diagram, you can analyze the root causes of each problem and develop effective strategies to address them.



Root Cause Analysis

The root cause is the primary factor that causes a problem. It's like the "source" of the problem that needs to be found and fixed to prevent it from happening again. Identifying the root cause is essential for solving problems and making good decisions. (Rooney & Heuvel, 2004)

Identifying and addressing the root causes can help Currys overcome their lack of human resources and attract skilled talent to their organization. The root causes of the lack of human resources at Currys are:

1. Inadequate recruitment strategy: Currys might not be using the right methods or channels for hiring new employees. This can result in a limited talent pool and poor-quality hires.
2. Poor employee retention strategy: Currys might not be offering a competitive salary and benefits package, or they might not be providing enough opportunities for employee development and growth. This can cause skilled employees to leave the company and make it harder to attract new talent.
3. Inefficient training and development programs: Currys may not be investing enough in training programs to help employees develop and improve their skills and knowledge. This can impact employee performance and productivity, leading to inefficiencies and poor work quality.
4. Overloaded workload: Currys may have unrealistic workload expectations for their employees, which can lead to burnout, fatigue, and poor performance.

APPLYING SITUATIONAL ANALYSIS MODELS

SWOT

A SWOT analysis is a tool used to identify the Strengths, Weaknesses, Opportunities, and Threats that can impact a person, project, or organization in achieving their goals. It helps to create a plan that builds on strengths, addresses weaknesses, takes advantage of opportunities, and mitigates threats. This tool can be used across various fields like personal development, marketing, and project management. (Berry, 2018.)

Here is the SWOT analysis on the lack of human resources at Currys

Strengths:

- Currys has a well-established brand and reputation in the electronics retail industry
- The company has a wide selection of products and services to offer to customers
- They have a strong online presence and distribution system

Weaknesses:

- Lack of human resources puts a strain on current employees and may lead to burnout or decreased productivity
- It could decrease the quality of customer service
- May lead to a slower response time to consumer requests and complaints

Opportunities:

- Currys could invest in recruiting and training more employees
- Higher customer satisfaction from better customer service
- Increased sales and profit because of better customer service

Threats:

- Competitors with a better employee-to-customer ratio
- Inability to hire and retain skilled talent due to competition from other industries
- Negative impact on employee morale and satisfaction, leading to high turnover rates.

PESTLE

PESTLE analysis is a strategic tool used to analyse external factors that can impact an organization's business or projects. It examines six areas: Political, Economic, Social, Technological, Legal, and Environmental. By analysing these factors, organizations can identify potential opportunities and threats and develop strategies to address them. (Vivek,2023)

here's a PESTLE analysis based on the lack of human resources at Currys:

Political: No clear impact on the lack of human resources at Currys.

Economic: The state of the economy could make it easier or harder for Currys to attract and retain staff. If salaries and benefits aren't competitive, it may be hard to retain staff.

Social: Demographics and trends towards flexible working could impact Currys' ability to attract staff.

Technological: Currys is a technology-focused company and needs to provide opportunities to work with cutting-edge technology to attract staff.

Legal: Legal regulations could impact the amount of training needed for employees, which could impact their ability to work on other projects.

Environmental: Currys needs to have a positive environmental reputation to attract environmentally conscious employees. Its location could also impact recruitment.

These factors influence Currys' ability to attract and retain staff, which could ultimately impact its bottom line.

ALTERNATIVE SOLUTIONS

1. Retain workers: Currys can focus on keeping its current employees happy and engaged so they don't leave.
2. Expand hiring outreach: Currys can find new ways to advertise job openings and attract more candidates.
3. Offer flexible work options: Currys can offer different work arrangements, like telecommuting or part-time work, to appeal to more job seekers.

Factors	Weight	Solution1	Solution2	Solution3
Employee satisfaction	4	5x4=20	5x4=20	5x4=20
Cost-effectiveness	3	3x3=9	3x3=9	4x3=12
Effectiveness in attracting qualified candidates	5	5x5=25	4x5=20	5x5=25
Time to implementation	4	3x4=12	4x4=16	4x4=16
Total		66	65	73

In this case, Offer flexible work option highest score of 73. Therefore, based on this evaluation, we could conclude that offering flexible work option could be effective solution for Currys to consider.

IMPLEMENTING THE SOLUTION

	PROJECT NAME	PROJECT DURATION	PROJECT START DATE	PROJECT END DATE
	Offer flexible work options	15	01-May	13-Aug

Task	Activity	Task Duration (week)	Start Date	End Date
1	Conduct research on flexible work options	2	01-May	14-May
2	Develop flexible work policy	2	15-May	28-May
3	Communicate policy to employees	2	29-May	04-Jun
4	Train managers on implementing flexible work options	1	05-Jun	18-Jun
5	Launch flexible work options	3	19-Jun	09-Jul
6	Monitor and evaluate employee feedback on flexible work options	5	10-Jul	13-Aug

	week 1	week 2	week 3	week 4	week 5	week 6	week 7	week 8	week 9	week 10	week 11	week 12	week 13	week 14	week 15
Task 1															
Task 2															
Task 3															
Task 4															
Task 5															
Task 6															

COMMUNICATION PLAN WITH STAKHOLDER

Stakeholders in communication are people or groups who care about or are impacted by the way an organization, project, or initiative communicates. They can include customers, employees, shareholders, partners, and the broader community. It is important for organizations to identify their communication stakeholders and develop strategies to best communicate with them.

(Bourne, 2010).

Stakeholders:

- Employees
- Managers and supervisors
- HR department
- Executive management
- Board of directors
- Customers
- Shareholders
- Government regulators

Influence/Power and Interest Matrix:

High Interest: Board of Directors, Executive Management, HR Department, Managers and Supervisors;

Low Interest: Shareholders, Employees, Customers, Government Regulators.

Key Messages:

- Employees: We are implementing flexible work options to improve work-life balance and increase job satisfaction. This will give you greater control over your work schedule and allow you to better balance personal and professional responsibilities.
- Managers and supervisors: The flexible work policy will provide you with the tools and guidance to manage employees' work schedules effectively while maintaining productivity and meeting business objectives.
- HR Department: This initiative will address the lack of human resources by increasing employee retention and recruitment rates, as well as improving overall employee satisfaction and well-being.
- Executive Management and Board of Directors: By offering flexible work options, we are investing in our employees and building a more sustainable and agile workforce that can adapt to changing business needs.
- Shareholders: This initiative will contribute to long-term business success by improving employee engagement and satisfaction, which can lead to increased productivity, reduced turnover, and improved customer satisfaction.

- Customers: We understand that our employees are our most important resource, and by offering flexible work options, we are better able to meet their needs and expectations, which in turn will improve the overall customer experience.

- Government regulators: We are committed to complying with all relevant employment legislation and regulations, and we are confident that our flexible work policy meets or exceeds all applicable requirements.

Communication Channels:

- Employees: Internal communication channels such as email, intranet, and staff meetings, as well as one-on-one meetings with supervisors and HR staff.

- Managers and supervisors: Internal communication channels such as training sessions, webinars, and team meetings, as well as one-on-one meetings with HR staff.

- HR Department: Internal communication channels such as email, intranet, and staff meetings, as well as one-on-one meetings with managers, supervisors, and employees.

- Executive Management and Board of Directors: Internal communication channels such as board meetings, executive briefings, and leadership team meetings.

- Shareholders: External communication channels such as annual reports, press releases, and investor presentations.

- Customers: External communication channels such as marketing materials, social media, and customer service interactions.

- Government regulators: External communication channels such as official submissions, compliance reports, and meetings with regulatory bodies.

MONITORING AND REVIEW TECHNIQUES

The ADKAR Gap model to monitor and review the implementation of your project:

1. Awareness: Make sure that all stakeholders are aware of the project's goals, objectives, and timeline. Conduct regular communication and engagement activities to keep everyone informed and motivated.

2. Desire: Ensure that stakeholders are committed to the project and have a strong desire to see it succeed. Create a positive emotional connection to the outcomes of the project and incentivize stakeholders to stay engaged.

3. Knowledge: Provide stakeholders with the knowledge and skills they need to execute their assigned tasks effectively. This may involve training, mentoring, or other learning activities.

4. Ability: Ensure that stakeholders have the resources they need to complete their tasks, including time, money, and equipment. Remove any barriers to success and provide support as needed.

5. Reinforcement: Celebrate milestones, recognize achievements, and provide regular feedback to stakeholders. Celebrate success and continuously reinforce the desired behaviour and outcomes.

CONCLUSION

The lack of human resources at Currys has been identified as a problem, and the conclusion proposes offering flexible work options as a solution. This solution has been analysed and implemented with a communication plan. While it has the potential to improve the human resources situation at Currys, ongoing monitoring and evaluation are necessary to ensure its effectiveness.

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