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Problem Solving and Decision Making

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Introduction

In this report I will be looking into a problem faced in many organisations that can be detrimental to a business if the right tools aren't implemented.

Communication Problems in a workplace is what I will be analysing using swot analysis to break down solutions to put in place, also how you can monitor and control the situation.

A swot analysis of communication strategy can be an effective tool for a business to strengthen communication programs.

This marketing practice is a useful way to look at strengths, weaknesses, opportunities and threats that affect a business.

Knowing the challenges, you may face and how you can create a better strategy to communicate more effectively.

Using swot analysis is important in communication because it's not easy for company managers to point out the best and worst parts of their businesses.

Emotional attachment of certain practices can colour your point of view, to figure out your place in the market and what you can offer your customers.

Accessing your Strengths

“Weigh your strengths by discovering what your internal assets are, this will allow you to see your unique qualities from those of your competitors.

Examples include:

- Loyal employees that have had a long-lasting career in the company.

- Productive solutions that reduce value and increase quality.
- A goal that is joined to all your work.

Strengths that are in your control and you're making the most of them. In your communication case analysis, strengths should be the lead in your communication and solution to essential messages. Make sure your customers are aware about what is previously great about your business.

Looking for Weaknesses within the company

Observe what your business is not doing well. Internal weaknesses are the areas your company needs to focus on attention and time, also expert resources.

Examples include:

- To little or too much practical oversight.

- Conventional operations that does not take lead of new technology.
- A bleak work cultures.

Weaknesses are actions you can control; this allows you to make essential changes that can turn into strengths. You should reflect that you acknowledge and seek to improve on areas or weakness”
(www.snacknation.com, proven strategies to improve communication in the workplace, July 30,2020).

Explore your Opportunities

“Opportunities are the external equivalent to your strengths and constitute the things your business could be doing well.

Opportunities are a space in the market that makes a product more to date and support from reliable sources.

Defining opportunities in a SWOT analysis of communication strategy, balance your strengths to those of your entrant and find out what they're doing that you aren't. Look past your production to companies that are thriving in the fierce markets.

Even though you can't control your businesses opportunities, you can take advantage of them if you know what they are. By seeing forward thinking a way of doing this is to let your customers know what your future steps are” (www.audible.co.uk, communication in the workplace, July 07, 2016).

Discovering Threats

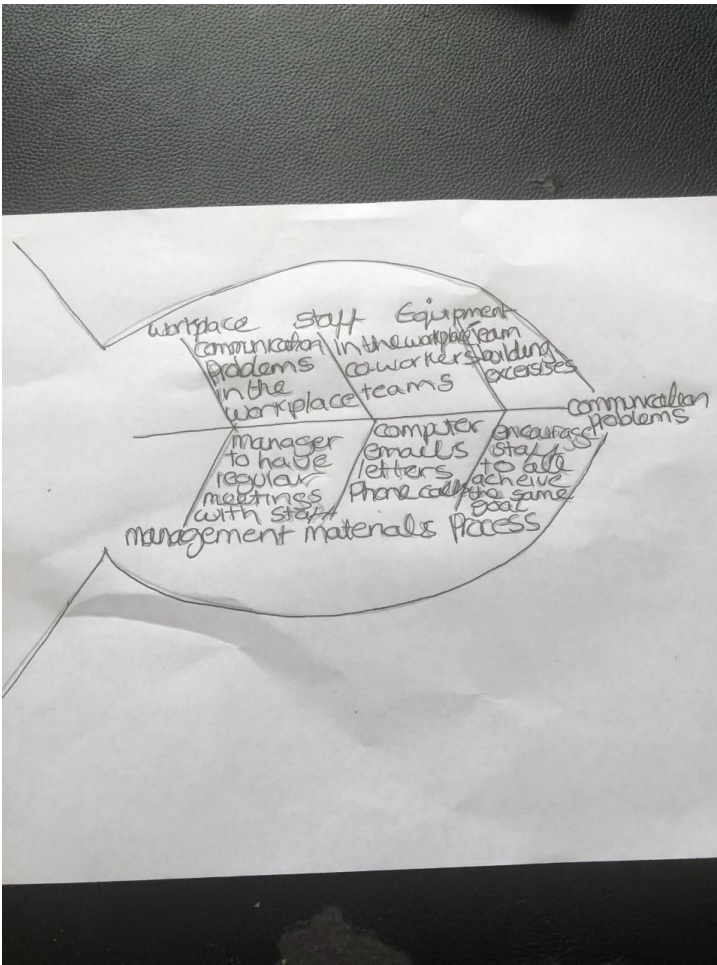
“Threats are external challenges or problems that the business is facing. If your contenders are following company models that you have disregarded, this is a threat.

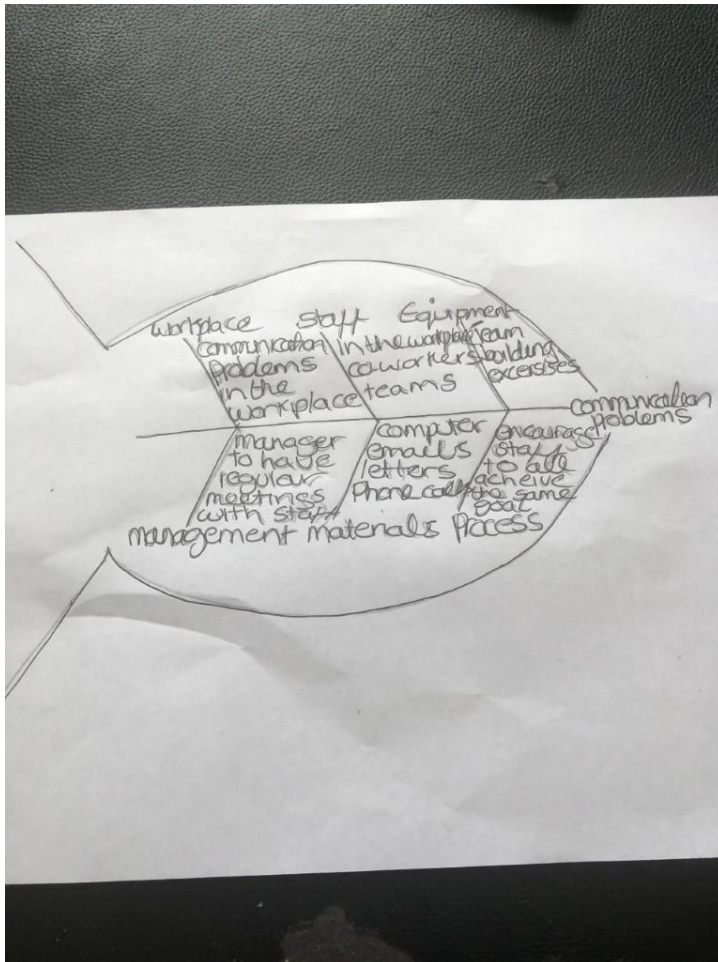
Group changes that seem harmful or dangerous to your product and can also be a threat to your company.

Threats are the obstacles to succeed that can't be changed, however identifying your threats can prepare you to overcome them.

Revealing your threats in your essential messages needs significant plan of action and excellent writing skills.

Usually you will spot threats as being things that are challenging for everyone, not just your business, refocus your attention on your strengths and opportunities” (thethrivingsmallbusiness.com, how to improve communication in the workplace, June 12, 2019).





Solutions to Communication problems in a workplace

Support communication resources

The right data can make you understand how communication is working in numerous geographies, dividing tasks or even employee level, then use the findings to support communication capital in more effective ways.

Spot key issues and pinpoint analytical areas for action

“We understand attitudes that prevail and the scope of communications breakdowns, which points out the issues that need to be solved.

Advance reports give us the information we need to know where to start to have the most effect or improve a specific outcome.

This allows companies to target the most analytical areas to address and whether it's a particular attribute like changeless or wholeness, or an opportunity as to how managers communicate which allows you to be more prescriptive and get faster and better results” (www.workplace.co.uk, guide to monitoring communications, January, 01, 2020).

Display commitment to change

“measuring communications is a sign of adapting and will be appreciated by employees, however take on board that measuring without the commitment to

complete to the end to be productive in supporting change, you will need to show in another way progress.

Set up a baseline

If effective communication is important to you a baseline to measure progress and success, that comes from a prime assessment of issue areas.

This guideline provides the basis for comparing hereafter research, so you know what's working well and where to implement strategies going ahead.

Drive responsibility

The point is what gets measured is what gets done. If managers and team leaders are aware there being judged on their communication efforts, they will pay attention to when and how they engage their employees.

Communication measurement is a great way to approach where communication works and does not work within a business. It also helps get you on the right track to efficiently connect and engage with your employees” (www.rivasureskills.com, how to establish and monitor communication systems and organisation produces in the work, January 08,2018).

Select smart decisions

“Many leaders demand reality to back up communication recommendations, value can show the numeral behind your attempts.

Document advance and help leaders to master how and why to make wise decisions that will eventually make you achieve the company and communication outcomes it can also grow and strengthen your instance for resources.

Check the team's needs are being met

Communication evaluation can be found out if co-workers been given and understood key messages you want to transfer, or if the passage your using are successful at transferring those key messages.

The outcome can help you alter and centre on future communications, while showing employees that you care enough to listen and take steps on their feedback.

Implement Solutions to communication in a workplace

A productive way to improve workplace communication is to avert miscommunication. By constructing standards that explain communication practices and course of action.

Making sure communication quality aren't so harsh that it doesn't allow people to express themselves.

They also need to be imposed, otherwise change will not happen and communication won't enhance. Your standards should act as a template for the workplace

as they attempt to grow into a united team”
(www.dummies.com, what you should know about
control communications, April 10, 2015).

Leading by Example

“Say what you mean and do what you say, others will follow examples of leadership and managers that know how to communicate well and complete tasks to a high standard.

It's important for team leaders to live by demonstrated rules this is because it sets a good example for employees and they can identify purpose in the standards that need to be removed or added.

Communication standards prove trust between all parties by displaying that there are no double standards.

Encourage Feedback and Participation

There needs to be an “open-door policy” that makes all your employees feel comfortable to come to their

leaders with ideas they may have and questions they need answering also any issues.

Encourage your employees to participate in meetings and projects by asking them simple questions. Let your employees know that their ideas are valuable to the company, accepting employee's ideas is one of the most effective ways to exceed staff retention. We all like to feel we have a voice at the table.

Define Roles and Responsibilities

Defining job rules is an important component of improving workplace communication and self-esteem. When everyone in a workplace knows the extent of their rules and acknowledges how they are accountable for their actions.

Giving responsibilities and roles starts with the hiring process, recognising the positions that need to be filled in within the business. The specific your job description is the easier it will be finding a great fit for the role.

Employees that understand their duties and goals in the company are constructive, productive and contented” (www.careeraddict.com, communication in the workplace, August).

Work Towards Common Goals

“Rifts can form between departments, especially between marketing and sales departments that regularly face arrangement problems, this can be due to poor communication a way of solving this is to establish companywide goals that all teams must achieve as a group.

Teamwork helps build trust; it also ensures that one is not working alone, teams that trust each other will be keen and eager to openly communicate.

Create a Culture of Respect

Listening and absorbing what others are saying shows respect and contributes to effective communication. Encouraging others and being supportive to their ideas and motivating and encouraging people can make them produce their best efforts.

Offering help makes a big difference when someone is struggling or doesn't feel confident enough to ask for help. Demonstrating empathy that you can care for an individual not just as an employee.

Following through with these characteristics demonstrates your respect for others and you will get that respect in return.

Leverage Technology to Effectively Communicate

Modern forms of communication are based on technology and have changed the way companies communicate.

Co-workers can now shoot messages to each other online rather than talking across their desks. some companies even use social media as a main form of communication.

This boils down to your modes of communication must progress with your workforce and the technology of the day.

Improving communication in the workplace can be a difficult task but one that will end up leading to a productive workforce with high levels of gratification. Good communication is the solution to almost every problem.

When a team comes together, recognises the problems they must overcome, and follows through with a plan to address those issues, you know your communication has reached expert level” (www.sandler.com,5 strategies to improve communication in workplace, October 18, 2018).

Monitor and Control Communication

“While companies are within their rights to monitor their employee's communications, they must be attentive that they are acting in the correct way and have the correct permission from employees to observe their communications.

It's important for managers to monitor their team's activities and the external forces that influence the way the team performs. Without monitoring your staff, you won't know whether your management plan is working or if it needs any adjustments.

As a team leader you need to lead those elements that you can control to keep the team moving towards the goal.

As the manager you monitor the work that is being done and compare the progress of the leaders plan and verify that the company is working as you designed it.

If it is going as planned than you won't need to do anything but monitor.

The control step now governs that you must take steps to minimize the impact and bring things back to the desired goal as efficiently as possible. That may mean going back to the management planning stage and modifying plans.

This planning change could require a change in the company and re-directing team members towards the new goals. You will then monitor and control the new plan and alter if needed. This cycle will continue until you complete the task” (www.thebalancecareers.com, how managers monitor and control worker behaviour, August 11, 2019).

Conclusion

If you're going to monitor your team then be prepared to act based on the information. Don't just keep track, make sure you are evaluating the right things and then take suitable action to fix whatever problems the measurements point out.

If you don't evaluate something, you don't know if it is getting better or worse. You cannot expect for

improvement if you don't make changes to see if it is improving or not and in very serious circumstances you may have to also do spot checks.

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