

PROBLEM SOLVING AND DECISION MAKING

Giulia Olivotto (2115346)

UWTSD | BMSW4004

Hossein Shokri

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Introduction

There are various problems that an organization faces during its operation process. At my past workplace, I witnessed various challenges. These are the kinds of issues that our company could not completely resolve, but they can be addressed in the long run. Businesses just like my company need to be able to address issues of this nature to remain competitive in today's ever-shifting and unpredictable business climate. In the long term, these issues can result in decreased employee satisfaction, impact financial statements, and decrease customer engagement.

Complex problems within my workplace

A challenging problem that would often arise in my workplace was communication challenges. The communication barriers tremendously affected the performance of our company. This is because it resulted in a lack of transparency, conflicts in our workplace, job dissatisfaction and some of our employees were unable to listen to one another. For example, in my workplace where I work as a food and beverage manager, all the other executives do not collaborate with me which significantly affects the overall performance of our organization. I think all these challenges are a result of poor communication. My manager does not inform me about the major activities our organization is undertaking or any other event that is happening within our organization. Moreover, sometimes I am not provided with the relevant information that I will need to use to complete my tasks. There is total confusion in our organization due to barriers to effective communication. This results in the completion of major tasks in hurry or sometimes a total failure of completion of tasks which results in poor performance. Inadequate communication in our organization has caused polarization and inferential reasoning errors.

Analysis of the challenges in the communication channel to help in decision making

For our organization to make sound decisions, it is required to first analyse the challenges that affected our communication channels. Adequate communication is required for such effectiveness to be attained so that the numerous people who take on the labour or job are aware of the role that each individual is expected to perform. Our manager needs to communicate clearly regarding the task she assigns to each employee. She should understand that good decision-making is driven by clear and effective communication. Communication facilitates proper cooperation of the workers since it is required to educate, persuade, and motivate individuals. Group discussions, creating goals and objectives, distributing duties, supervising activities, and finally assessing work are all part of the process that our overall manager should consider for eliminating these challenges resulting from the communication challenges (Shrestha et al.,2021 pg. 590). As mentioned in the research, communication issues arise inside an organisation due to the many work cultures present there. She can change our organizational culture as a measure of ensuring effective communication

with the employees. This factor impacts the decision-making process. Consequently, it is essential to make an educated choice based on the contributions of each group member.

Range of alternative solutions to the communication challenges

There are various alternatives that our manager can incorporate as solutions to communication challenges. Therefore, I propose two alternative solutions that can be used to solve the communication barriers in our organization. The first one is known as an interactive communication model, while the second one is known as a transactional communication model (Kang, 2021 pg. 65). Our organization can either decide to use the interactive communication model or the transactional communication model.

In what is referred to as an interactive communication model ideas and messages are sent and received in both directions. The convergence model is another name for this kind of communication approach. Verbal and non-verbal communication may be used throughout the procedure, which may take place between two people or robots. The sender communicates a message to the receiver, who then communicates feedback about the information that was first communicated (Kang, 2021 pg. 65). This procedure is useful in our organization since it enables both sides to realise if the situation is favourable or not, which is something that would normally only come down from the highest leadership. The information that was shared has been appropriately conveyed to the other party. As a result, the successful application of the convergence model across the board necessitates the use of an effective network infrastructure. This approach also emphasizes responding as quickly as possible rather than attempting to decipher the significance of a person's message to maximise efficiency. This helps to decrease the uncertainty, which allows for the duties to be carried out more efficiently. Therefore, by incorporating this model the challenges of communication that are facing our organization will be reduced.

Under the transactional model, information is only shared back and forth between two or more individuals. In the context of this strategy, machines have no significant effect. According to this paradigm, the sender and receiver switch roles as sender and receiver of messages while exchanging information (Kang, 2021 pg. 65). The internet is one of the most common ways for individuals to communicate in their everyday lives. When the individuals at the beginning and end of this model have a similar background, the model becomes more effective. As a result, both parties have a better understanding of the information being exchanged. According to this strategy, the history, experience, attitudes, and cultural beliefs of the receiver all play a part in the effective transmission of knowledge. Therefore, this strategy is successful provided that the relevant information is shared within cohesive groups. Therefore, I think our organization should also consider this model as an alternative solution for the communication challenges and come up with a platform that will enable an effective flow of information.

Decision-making techniques for evaluation of different techniques

The PMI technique

I will incorporate the PMI technique as a tool for evaluating the range of solutions to help in adopting the appropriate method for our organization. The PMI technique is the method of decision-making that should be used in this particular scenario because of its effectiveness. (Hasanah,2019 n.p). The PMI method, which refers to the plus, minus, and interesting approach, is necessary for the successful completion of the decision-making process. As a result, it is necessary to conduct an appropriate analysis of the two models that were suggested in the research; that is the interactive communication model and the transaction communication model.

The interactive communication models

Plus

The input provided by this model contributes to a better comprehension of the information presented. The other person can determine whether or not the information has been sent clearly if they make an effort to do so. This paradigm encompasses not just human beings but also mechanical components (Hasanah,2019 n.p). As a result, the interaction that occurs between the machines is included in the model as well. In today's rapidly evolving commercial climate, it is vital to advance technology since this factor is the primary driver of a firm's ability for development and growth.

Minus

The act of providing feedback can be time-consuming. The process may take longer than expected because of the delay in feedback. This results in problems for the operations, as it brings a halt to the operations, which is harmful to the organisation as a whole. The various communication channels that are made available in the network as a result of the computers' actions are the machines which have the potential to cause disruption, and information can easily be passed on to different parties who are not involved in the decision-making process. (Hasanah,2019 n.p). The cost of the process as a whole is increased as a result of this, and not all companies can meet the requirements of such a model in its entirety.

Interesting

This model places an excessive amount of importance on a given input. As a consequence, the issue of whether or not the feedback is effective emerges. Additionally, this paradigm offers uncertainty in the sense that it is unclear when the conversation will be finished. There is the potential for continuity (Hasanah,2019 n.p). Response from the opposing side, and this may create a delay in the activities that need to be carried out by the folks at large. Since there is an increase in confusion and issues among the many stakeholders of the firm.

The transaction communication models

Plus

You can observe how information flows inside the transactional model so that it may be traded between persons. This eliminates any doubt over how the computers should respond to the provided information. Because people rather than machines are involved, the communication

channel is streamlined (Hasanah,2019 n.p). This also decreases the risk of air interference. This also enables individuals to interact more effectively and efficiently by using all accessible channels of communication. This communication approach is used regularly, making its implementation easy and inexpensive. It is also used every day by people. Since the approach does not place a high value on input, it requires less time to communicate with the whole population.

Minus

In today's business environment, technology is one of the things that drives a firm forward, therefore it's difficult to overstate its importance. Computers and other machinery are not included in this paradigm. This creates a dilemma in which the machines or computers are all from the organisation, if not the organisation itself, and they constitute a significant portion of the activity that the organisation as a whole is carrying out. It is impossible to discern whether the other person in the communication channel has grasped the information that has to be communicated since there is no reaction from them. This concept only works for those who have the same ancestry, religious beliefs, and cultural values (Hasanah,2019 n.p). As a result, everyone in the same sort of workgroup adheres to the same set of fundamental principles. This notion, however, will not function in a diverse workplace since the way individuals communicate with one another does not involve input from the whole group.

Interesting

This model has also generated a lot of curiosity. It is unclear who among the parties in the channel of communication should fulfil the responsibility since the other side has not responded. As a result, it is unclear what the communication's ultimate aims and goals are. Since there are so many options available for good communication in general, these challenges could be solved. It is crucial to assess if this strategy is suitable for the company and whether it diversifies the organisation (Hasanah,2019 n.p). The study's findings show that the convergence model works better than the transactional strategy. To sustain and grow the communication channel and enable effective decision-making processes, the company must employ the convergence model.

Solution

After analysing the available alternative that can be used to solve the communication challenges within our organization, we decided that we will incorporate the interactive communication model to solve the issues that affected our company. We agreed that our communication will be a two-way process (from the sender to the receiver) and also after communication one will be required to provide feedback regarding an issue that was communicated to her/him. We agreed to communicate effectively with each other and provide the required information within the stipulated time to avoid confusion which occurs due to poor communication. We agreed that the feedback could be communicated as a response either physically, online or via messages. This was to ensure that everyone stayed informed on the activities of our company as well as increase the performance of our firm. Moreover, the inclusion of feedback was also vital since it ensured that all the employees have a clear understanding of their roles. Everyone was required to enquire for clarification regarding the issues that he/ she did not understand regarding the operation of our business.

Monitoring and review techniques

The next phase required monitoring and review of our adopted technique. Knowing how reliable the information sent across the communication channel is crucial. Monitoring this type of communication our organization adopted not only shortens communication times but also increases the effectiveness and efficiency of the whole process. Furthermore, it is crucial to understand the significance of the message being communicated via the communication channel (Saini et al.,2020 pg. 7). Monitoring the outcomes could be a useful strategy for reducing the amount of time that our members need to spend conversing with one another. For instance, in our workplace, now it is simpler and takes less time to communicate information which is more significant in fewer messages. Furthermore, timing is crucial since it will have an impact on what transpires after the information has been sent. Communication channels need to be monitored when it comes to interactive communication to ensure that all the challenges that faced our organization are reduced.

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