

Certificate in Higher Education in Skills for The Workplace Level 4

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Problem Solving and Decision Making (Task 2)

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Abstract:

The purposes of this article are to analyse the decision-making processes for practical problem solving, and to understand the ways employees make decisions, based on the knowledge they have from previous problems solutions. To achieve these objectives, the following research questions were used to frame this study: Do employees have access to knowledge and tools to help them in their decision process on how to solve a particular problem? What kind of decision-making strategies for problem-solving situations can be implemented to make the organisation sustainable? One large-sized multinational organisation in London was selected for this case study research. Fifteen employees were interviewed to provide insight into the research questions. The research findings support the conclusion that depending on the complexity of the problem, the employee needs to decide if he has the knowledge and the tools to achieve a solution to solve the problem. The use and share of employees' knowledge to make the decisions is a significant factor to solve problems and strengthen performance.

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Introduction:

In any company or organization, we need many employees to lead a company to work successfully. Everything goes well at work when employees are well organized and satisfied with their jobs. Once any problems appear at workplace than need to be solved as soon as possible other ways company will work unperforming and employees will leave to find a better job

Research question:

Why are problem solving skills important?

Problem-solving skills allow you to find candidates who are cognitively equipped to handle anything their jobs throw at them. Problem solvers can observe, judge, and act quickly when difficulties arise when they inevitably do.

What would you need to consider when leading a team in making decisions and solving problems?

Five common and important characteristics to consider are task difficulty, number of possible solutions, group member interest in problem, group member familiarity with problem, and the need for solution acceptance.

PROBLEM SOLVING SKILLS

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- Teamwork
- Influencing ability
- Negotiation
- Smile
- Positive mindset
- Patience
- Logic
- Strategic
- Diplomatic
- Intuition
- Trust



- Analytical ability
- Innovative
- Creative thinking
- Lateral mindset
- Adaptability
- Flexibility
- Level-headedness
- Initiative
- Resilience
- Transparency
- Research

Research objective:

Tips for making decisions

- Don't let stress get the better of you.
- Give yourself some time (if possible).
- Weigh the pros and cons.
- Think about your goals and values.
- Consider all the possibilities.
- Talk it out.
- Keep a diary.
- Plan how you'll tell others.

Tips for answering analytical interview questions

While preparing your responses to these analytical interview questions, keep the following tips in mind for when it's time to interview:

- Connect your personal strengths to the supporting examples
- Choose examples that help highlight your personality
- Provide specific details about the event and your response to it
- Come to the interview prepared with a few specific examples of situations where you oversaw solving problems at work
- Share examples that are relevant to the position you are applying for or the company
- Avoid using examples that don't allow you to go into much detail about your problem-solving abilities or process
- Don't use examples that fail to highlight your strengths as a strategic problem-solver

Discussion and analysis of problem solving and decision making:

Whenever your employee is not happy about your workplace first thing to do if you feel that pressure is to ask about it. Usually when employee is unhappy with his job he can come and anytime ask about some changes such as working hours, salary or working procedure, timetable or other work benefits.

Questions will look like this:

- I am not happy with my working hours I am working sometimes over time and because of this my life balance is difficult, what can you do for me as a manager to improve my workplace?
- I think I am underpaid on my workplace and I am not able to work anymore here as I can't support my final spending, how can you help me with this?
- I am tired of my working operations as it is the same on every day and my tasks doesn't change at all, what can you do for me?

- I am not reaching anywhere because of my timetable I am working just in night times and weekend due to my social life I will request my timetable to be changed, how can I do that?

Develop a plan for implementing solutions to the problems:

Solutions for this kind of problem should be resolved between manager and employee, so here is how we can answer and resolve that problem:

- I can cut your working hours a bit so you can balance your social life.
- I can try to improve your salary with £1 per hour so you can be happy.
- I will give you some new tasks to do so you can do new things every day and I will also show you what is my tasks as a manager, if you want you can help me with my tasks as well.

- Kindly I can change your rota and give you someday shifts and not just weekends, so you can enjoy some of the weekends as well and have a balanced life with work.

Problem solving skills in a workplace:

- Active listening
- Collaboration
- Critical thinking
- Data analysis
- Decision making
- Honesty
- Record keeping
- Time management
- Planning
- Meditation
- Communication
- Analytical skills
- Leadership

Define the problem---What is the problem and why is happening that problem?

Develop a plan---What are you going to do with that?

Implement a plan---Carry out the intervention.

Evaluate---Did your plan work well?



How will employers assess your problem-solving skills?

Your problem-solving abilities can be assessed in three ways: by asking for examples of times when you previously solved a problem;

by presenting you with certain hypothetical situations and asking how you would respond to them;

and by seeing how you apply your problem-solving skills to different tests and exercises.

Hypothetical interview questions about problem solving:

Interviewers will also be interested to know how you would approach problems that could arise when you are in the workplace. The precise interview questions will vary according to the job, but common ones include:

- What would you do if there is an unexpected delay to one of your projects because of supply chain issues?
- What would you do if you noticed that a colleague was struggling with their work?
- How would you react if given negative feedback by a manager on an aspect of your performance?
- How would you judge whether you should use your own initiative on a task or ask for help?

Participation in training helps employees upgrade the skills that are particularly important for their environment. According to Desjardins and Rubenson, participation in learning and educational programs leads to higher cognitive skills, which is a key competency required to stay updated within changing environments. Participation in training can be divided into formal and informal adult education and training (AET). Formal learning is defined as educational activities in structured situations rewarded by recognized qualifications from educational or training institutions. Meanwhile, informal learning refers to institutionalized and organized education that does not bring recognized, formal Sustainability 2020, 3 of 16 qualifications. Previous studies examining participation in training report a positive relationship between an adult's competencies and AET. Specifically, active research has been conducted on the relationship between informal AET and competence from the perspective of lifelong learning.

1. Provide credit to employees

"Why would I give credit to a person for the simple reason that he does the job for which he was hired?" - This is a question that many managers or even the HR department have, unfortunately. However, quality recognition and work appreciation are extremely important in any top company. Even if they are paid to do a task, employees need their work to be validated, to be appreciated and to receive credit for the results obtained. Not acknowledging an employee's merits is the biggest mistake you can make as a manager - human resources experts believe. And the best part is that it doesn't cost you anything to say a few words of appreciation. Top managers invest in their subordinates and always appreciate their work.

But motivation is a subject that every manager and every employee understands differently. For this reason, top managers talk to the team, always look for solutions and come up with new ideas or proposals. In other words, they are actively involved in the development of the company and do their best to create a valuable team.

2. I know what motivates their employees

We can all agree on one thing: every employee is different! There are employees who adapt easily, while others cannot adapt at all. Some may need more guidance, while others are quick to find solutions to any situation they face. There are employees who are content with little, while others do their best to achieve the impossible. That being said, top managers know how important each employee's needs are, which means they know what motivates their employees.

Managers who focus on developing the company know very well who they are working with and why. And they have time to get to know their employees.

How top managers know their team:

Wondering how top managers manage to get to know their employees? Here are some simple rules you can apply:

He reserves 30 minutes to talk to each employee, to get to know him better.

Ask each employee questions about his or her future, not just what he or she expects from the company.

They want to know what are the most important lessons that each employee has learned so far, from experience or from parents.

They want to know the motivation of each employee.

Conclusions

In conclusion I can say that employees are essential to the success of a business. It takes a strong and well-trained team to start a business and perform in a particular field. That's why companies with talented employees tend to be the most successful.

Finding and keeping the most prepared people for the jobs within a company is also about luck, but there are other things that matter. The motivating salary, the meal card, the performance bonuses and the medical insurance are just some of the benefits that an employee appreciates at work.

Recognition of employee work is also an important factor in having a motivated team, eager to contribute to the success of the company. A manager should show appreciation for the team he leads every day, not wait for special occasions. Employees need to know that there is someone who cares about them, that their work is properly evaluated, and that what they do matters to the well-being of the business.

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Appendix:

- How important is to solve a problem at the correct time?
 - Very important

- How can you help your employee?
 - By giving them right advise and do the best for them.

- How important is to analyse a problem.
 - So important