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Introduction

Complex issues in workplace, means problem or conflict faced in a workplace due to specific reason. When a team is working in a company its quiet naturally there is possibility of problems which may occur during the work and in workplace. So in this paper we will look through some common issues in workplace and reason for their occurrence and solution for it. Let's go through some common issue such as Interpersonal Conflict, Bullying, Discrimination, lack of Job satisfaction in a workplace. A workplace is an environment where people from different culture, personalities, communication style are working together, which cannot be avoided, causes of these issue will leads to stress and tension. Employees has all the right to work in safe and fair working environment. Impact of these issues might decrease the performance and productivity due to some issues influence teamwork, innovative and creative thinking, decrease satisfaction in workplace, stress and wide variety of mental health issues such as depression and anxiety. These issues can be solved using different techniques such as IDEAL Problem solving strategy, which is I - Identify the problem, D – Define the cause, E – Explore possible strategies, A – Act, L – Look and learn. And another method is to engage members with team building activity. We will look through these techniques later in this paper. There are management error which ca also be a issue in a workplace. Poor management in a workplace will leads the company in loose.

Interpersonal Conflict in Workplace and its Impact

Interpersonal conflict in a workplace is a common because it's an environment with people from different communication style, behaviour, culture are working together, which might cause some misunderstanding in between the staffs, and conflict can also occur when two or more people express their point of view, that could potentially spark animosity between them. Interpersonal conflict can also occur between manager and staffs, for example due to poor communication, if manager assign a task to someone else without informing the employee which was previously assigned to, that will leads to create some discomfort in his/her mind. So there are different types interpersonal conflict, let's go through it in details.

Types of Interpersonal Conflict

1. **Pseudo conflicts:** Pseudo conflict is basically a disagreement in between employees that often mask the root of an issue, when group lead wants a project to be done only in between themselves and other group with same demand in a workplace, this would be a pseudo conflict.
2. **Policy-related Conflict:** It's about way of doing a task which not agreed by other, mainly related to decision or situation that involve two groups. An example while deciding a

method of doing a project in a group, employees want to do that task in a usual or some method except one employee wants to do in a different method.

3. **Value-related Conflict:** It's mainly conflict between two people when they have different underlying value systems. It's quite hard to identify these conflicts at first, because people who are in conflict will think that the other party is disagreeable.
4. **EGO-related Conflict:** When 2 groups or 2 employees having an argument if one of them loses their argument on the other there is a high chance to damage their pride. Piling up of small issues also can arise Ego related conflicts. Usually ego related conflicts start from some small issue and it bursts out by piling it up with other small issues. Open talk might only be needed to prevent those issues.

All these conflicts can be preventable sometimes but occurrence of these issues can create huge demand on a company, but resolving these issues can build stronger relationships between them. Interpersonal conflict can be solved using following methods:

1. Listen to co-workers' issues before taking any action. Make sure to keep a face-to-face meet and try to resolve the issues at its first stage by listening to each other's problem and by understanding the future impact of it.
2. Trying to find the root of the issues, rather than sorting current issue there might be a root cause which is quite complicated than expected, so by solving the root cause will eliminate whole conflict, there are specific problem solving strategies which we go in details later in this paper.
3. Show empathy to the co-workers, by taking care of their problem by listening to them. It's really important to understand their feelings and actions in order to encourage honesty and that will help to avoid future conflict which may arise by those small issues.
4. Don't keep any grudge, when solving an issue make sure to solve the issues on both sides and make them both feel compromised. So, that a new issue won't arise on the resolved issues.
5. Improving communication skills, poor communication can cause lots of misunderstanding between two individuals, way of speaking also matters, which can make others feel rude, funny, and professional so by differing the way speaking can cause a lot of issues. These issues can be solved by providing proper training in communication for the employees or a guidance might be enough in some case.

Impact of Workplace Bullying and its solution

Workplace bullying is activity mostly done by senior employees or higher level employees that can cause either physical or emotional harm. Bullying at work means harassing, offending, socially excluding someone or negatively affecting someone's work tasks. This action from bullies will create a negative impact on employees and it's possibly life threatening act.

Bullying can create personal impact and work related impact, personal impact might be some form of stress and in some extends it can be workers health issues, such as depression, public humiliation, ignoring, insulting, spreading rumours or gossips, intruding on privacy. (Beswick, Gore, Palferman, 2006). Work-related impact might cause job dissatisfaction, and it will give the victim stress in working environment.

Workplace bullying can be avoided using following steps:

- By creating a well-developed anti-bullying policy: This policy will create awareness among the staffs about the seriousness of bullying someone and action that the company take against them.
- Open talk with Victims or new appointed staffs: Which means to keep an active contact with staffs so that they share to management if they had met with any bullying activity.
- Appoint management to identify bullying: To appoint a trained management team with tools/skills to figure out bullying behaviour.
- Provide awareness survey: By hosting awareness classes or survey among employees will also make all the employees about its seriousness .

Apart from all of these, there certain rules by every country against bullying, which is a punishable offense in the court. Which can claimed by any employees if they had met with any type bullying or harassment on the workplace. And its companies responsibilities to assure that all the employees are safe and secure in their workplaces.

Problem Solving Strategy

There are lots of problem solving strategies in workplace, which might help the management to figure out the real treat. Its also important that right action has to be taken on the right time. Some of them are IDEAL and Team building activities:

IDEAL Problem Solving Strategy: It's basically called as IDEAL approach which is been introduced by Bransford and Stein in 1984.

I – Identify the problem

D – Define the cause.

E – Explore possible strategy

A – Act

L – Look and Learn

This process is a simple method to follow, at first Identify the problem rather than to act or blame on someone without the reason, try to find the exact problem. So that real problem can be different from what we facing right now. And secondly find the out the root cause of it, and that will give us clear understanding for the problem solver to find the solution for it. And next step is to explore the possible solution to solve the problem, we need to make sure that another problem won't arise from the current problem solving techniques. So, we need to have solution for before acting on it. And main step is Act, which is quiet had and crucial part, delay in acting or wrong action will leads to heavier damages. Providing the right action on right time will solve an issue with happy ending otherwise there is possibility that will ruin everything. Finally look and learn, there is something to learn always in everything.

Provide Team Building Activities: For a company that holds large number of employees hosting Team building activities is a great way of problem solving measures. That can be any sort of activities like in form of games, discussions, competitions, or celebrations, which help the employees to interact with each other and to build better bond between them. It can also can help them any animosity between two individuals.

PSYCHOTHERAPY FOR WORKPLACE ISSUES

Apart from solving issue in workplace there might be worse cases which need medical attention to help the individual from the stress and the difficulties that they have faced in workplace. Which can effectively treat anxiety, depression and other mental health issues arises due to workplace issues. Therapists can guide the employees to deal with mental stress issues that might occur in their daily working environment. Conducting Counselling classes will help the employees to cope up with the daily workplace issues. Mainly the for the employees who has been a victim of bullying may need Counselling to recover from the depression or anxiety stage. Research shown that main employees who has been bullied by co-worker has end up by having depression and anxiety, which also changed their personal life and their working. When its effecting the individuals working that will reduce the concentration on their work and that will leads to even loose their jobs. In that case physiotherapy treatment is essential.

Lack of good management

In some cases, it's not the problem between the employees, there wide number issues occurs due to poor management system in a workplace. Some equipment or products provided for the employees are not in standard, which will again create bad impression on the employees. And will force them too leave the company. So providing enough materials to work with is also essential in case of company. Secondly, wrong placement of poor management will reduce the productivity of a company that will put the company in lose. And that will leads employees to loose their job. When its come to management its important that to place deserving and eligible people to be in charge and that can only solve these kind of issues in a workplace. Nobody else rather higher management can deal with management issues.

Conclusion

To be conclude, Workplace issues is quiet common in most of the workplace, it cannot be preventable in some case. So, to solve these issues every company needs to have proper plan or measures in their policies. As mentioned above a company should appoint a management team conduct research on bullying and to search any bullying activities occurring in the company. Compared to other issues bullying is considered to be serious issues than others, its criminal activity as well. So, it has to be treated separately. Every employees has the equal right to work in fair and comfortable environment. It's the management's duty to provide it to the employees. So the research suggested that above measures can solve most of the issues arise in workplace between employees.

Reference

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