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Skills for the workplace CertHE

Problem Solving and Decision Making

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Individual Report

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1. Abstract

This report aims to analyse the impact of a complex workplace problem and consider various solutions with brainstorming to determine how to solve the issue. The investigation will include problem-solving tools and decision-making techniques in order to understand the root of the problem with its causes and effects.

The research is supported by the online resource list, along with the cases studied and discussed in class.

2. Introduction

Problem-solving is an essential skill at the workplace, and nowadays, many companies require this ability when they look for the best candidates during the interview process.

According to HR vision event, more than one-third of all jobs across all industries are expected to require complex problem solving as one of their core skills.

The process starts by identifying the issue, analyzing all the information's available information, and questioning the possible causes. During this procedure, some decision-making techniques can be applied to understand deeply and evaluate a range of solutions. Finally, after brainstorming all the possible ideas, it is necessary to establish a plan to implement the solution.

Once the solution is provided, it is essential to monitor the result and keep adapting to the new issues that might occur.

3. Low motivation and job satisfaction

Many factors could be causing low motivation at the workplace, and these factors can have detrimental effects on both the employees and the business.

Research shows that management teams should identify the reason for an employee's lack of motivation before applying a solution.

After a week, I started being unhappy with my job, not appreciated enough, and my motivation began to lack day by day.

The main reason that causes dissatisfaction at work is being underpaid for a job that require multiple tasks and good customers service. Every job with high standards require attention to detail, and employers expect that employees finish their task on time and work properly to increase productivity and income.

The employee expects to feel comfortable and safe at the workplace and to be respected by the managers and colleagues.

Teamwork and poor leadership are also the factors that cause a lack of motivation. Coworkers that have been employed longer than us do not put enough effort to train and explain tasks and how to do the job correctly. Often, the management teams are stressed and address new recruits in an unfriendly manner, which frustrates them and makes them scared to ask for help when needed.

Bransfors and Stein (1993), introduced "IDEAL", a model for improving problem-solving skills, which stands for : "Identify problems and opportunities, Define goals, Explore possible strategy, Anticipate outcomes and act, Look back and learn".

This model identifies potential problems and turns them into opportunities, driving a solid competitive advantage.

In this case, job satisfaction signals that people at the workplace are not feeling fulfilled with their job. Absenteeism is due to the lack of motivation from employers who are willing to find a better job with a better salary.

4. Cause Analysis

The main personal reason for job dissatisfaction is related to a low wage, poor management, and the lack of incentive to grow.

Comparing the same role and equal or similar position for different companies results in higher wages, and sometimes there are less responsibilities for the same or more amount of money.

Employers where are not incentivised, and do not receive a sufficient monthly salary get easily stressed as they have to pay attention on expenses and often choose necessity over doing anything nice or fun for themselves, which often cause stress.

A good company should take care of its employer by offering proper training and treating them respectfully. Employers are those who help the company make good profit, and when they are happy and satisfied, they do their job properly.

It is also important to have a good management team that guides their employers in the right direction and helps each other grow together and work as a team. If it often happen between coworkers, during busy time, we get frustrated because of a bad customer, for instance, and sometimes without even realizing we bring that bad energy through the team and it is hard to work properly. When there are misunderstandings or arguments between the employers, communication is the key. It is important to be patient and always try to be nice and have a nice attitude. If the problem is addressed with the right attitude, it becomes an opportunity to create new ideas to have a better environment to work for. Solutions might bring the employer to work along, leading them to work better as a team.

Motivation plays an important role in success, which is why team leaders have to be passionate for their job, because when they like what they do, they also care for the team and are more willing to teach them properly.

5. Evaluation of effects

PMI stands for Plus, Minus, and implications and is a decision-making tool used to weigh pros and cons listed in a chart.

Pros	Cons	Implications
Good brand to have experience on CV +5	Low wage -7	Employers might look for better job's opportunity
Employment +8	Low motivation -4	
Close from house +5	Lack of incentives for job growth -4	
Flexible +3	Unemployed -6	

Total : +18 -21 = -3

In the table below, there is a list that starts from all the positive results of the situation, followed by the negative aspects and the possible implications.

The last step is to summarize all the points and the score to help the decision making progress.

Working for a big company sometimes might results more stressfull, especially if you compare the same job position with others and realize that they might have more benefits and less responsibility for the same

amount of money. Therefore, it is important to see all the relevant aspects and see different points of view to stay positive and have the right attitude. As mentioned before in the chart, it is an opportunity to gain experience where future employers might see as more skilled and the ability to work under pressure.

The atmosphere at the workplace is another important aspect, because you need to feel safe, respected and enthusiastic to work.

When coworkers, managers or even clients have some personal issue, it is important the way others react to it, because the attitude can make a difference. For example, some might get stressed easily and cannot work under pressure, but one is the same, so each of us might react differently, which is why it helps to have a positive attitude and mindset to help each other and try to be more empathic.

When people are happy and motivated to work as a team, they can achieve more and creating a good ambience with positive thinking, accepting both negative and positive feedback to have constructive critics. This can help to increase productivity and motivation between employees.

The issue about the wage could be solved by talking with managers, and if more than one employee reports it, it can be easier to be listened to, and if it does not work, it might occur to speak with the HR.

A weekly or monthly meeting at the workplace might help productivity, as training and benefits, such as bonus for best performance, can increase productivity and engagement with the team.

It is essential to receive constructive criticism and feedback, as it helps to grow by responding positively and making changes if necessary.

Being flexible to adapt to the new situation is the key of a successful business because anything stays the same forever, and the moment we stop adapting and change, you stop improvement and growth.

6. Conclusion

It is important to have a good atmosphere at the workplace, both with colleagues and managers. When issues such as lack of motivation or low wage come up, it is important to see the situation as an opportunity

to grow and challenge ourselves. Sometimes problems are opportunities to create new solutions and ideas that lead to personal growth. Having the right attitude, a positive thinking and mindset makes the difference when approaching problems, because you can see different aspects that leads you to opportunities and not threats.

The PMI is a tool for decision making, which helps you visualize all the aspects by listing all the positive and negative aspects, including implications too. The last step of this process is to summarize all the points by each section, and the score can result in negative scores below zero or positive.

Communications plays another important role because misunderstandings often lead coworkers to conflicts, and it is not pleasant to work with that negativity.

When you cannot solve the issues by yourself or between colleagues, the next step is to talk with the manager, and when it is not enough you can address it to the Human Resources.

Integrate regular meetings to check on performance and provide proper training can also help, as well as give some incentives and bonuses for best performances. Once the solutions are implemented, it is essential to keep monitoring and adapting to the new situation.

7. References

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