

Problem Solving and Decision Making

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Task number 1:

Team Leader Junior and Helpful manager

Customer: Hello, I need some help!

Team Leader: Hi sir, my name is Nicoleta. How can I assist you?

Customer: My phone is acting up since last Friday morning, the day after I purchased it.

Team Leader: May I know which handset you are using?

Customer: Surely, it is Apple iPhone 11 plus.

Team Leader: Could you please explain to me the problems you are facing now.

Customer: I bought this phone here on Thursday and have not utilized it once because I learn to expect the unexpected. It doesn't work by any means. It is, by all accounts breaking down.

This piece of trash your store sold me made me miss interviews with two significant customers. Where do you get your product, a waste canister?

Group Leader: Can I have a look at it, sir?

Customer: Yes, look, contact, make it work, or give me another one. I was told this is the most expensive model in the store.

Team Leader: Well, it turns on, but the sensor seems to be inoperative

Customer: Hey you! You're telling me something I already know, genius. What else are you capable of besides making me laugh?

Team Leader: Sir, as I mentioned, this is my first day, and I am still learning; technology is not my area of expertise. Please do not offend me.

Customer: You do work here, don't you? So, what should I do? I'm standing here with you, losing money as you struggle with the garbage you sold me. I've already squandered time by coming down here. Keep going; your slapstick may earn you some money today.

Team Lider: Now, listen up, mister! I don't put in the effort and work hard to be humiliated by you. What gives you the idea that you can treat me like this? Who do you believe you are?

Customer: Please excuse me, but I'll take over from here. Where is your manager?

Team Leader: Okay, my apologies.

Customer: You should be sorry. What sort of business are you driving here, Madam? Is incompetence part of your strategy for success?

Manager: I sincerely apologize for any inconvenience this has caused you. I see you have our most expensive model, the new iPhone 11 Plus?

Customer: Yes, and it's not working. I've already missed a few meetings as a result of it. The arrangements were necessary.

Manager: Please, let me resolve the issue and get you back up and running. Here's another phone, the same model, brand new. Please provide your mobile phone number, and I will activate it.

Customer: It's all about timing. Now it's time to teach your employee something. You won't see me again!

Manager: Nicoleta, could you please meet with me in the back office?

Team Leader: Yes, ma'am.

Manager: You need to learn to control yourself a lot better in situations like that.

Customer: But, ma'am, that man was treating me like I was an idiot.

Manager: Please, Nicoleta, take a moment to listen. I've only worked with you for four hours, but I can tell you're a bright young lady with a pleasant personality. When dealing with a hostile customer, such as that man, it is best to remain calm and not raise your voice. You don't want to jeopardize your job. Do you understand me?

Team Leader: Yes, ma'am.

Manager: All merchandise with manufacturing flaws must be exchanged per our store policy. Your job is to supervise and sell mobile phones and learn about our company's business practices. Let our IT staff handle the technical aspects.

Team Leader: That is not a problem; I will do it.

Manager: Never argue with the customer. If you cannot assist due to a lack of knowledge or other pressing obligations, seek assistance from a senior coworker. Always get the manager if the customer is angry and difficult or impossible to assist. Our managers are available by phone 24 hours a day, seven days a week.

Team Leader: That's highly convenient.

Manager: It is, indeed. There will always be at least one manager or duty manager in the store. However, in rare cases where they are all unavailable, they can provide assistance via mobile.

Team Leader: All right, thanks!

Manager: You're very welcome. Never tell a customer that you are unfamiliar with a product or procedure. If you do, it will be obvious, but that is when you call for assistance. Also, never give the customer your job description. In other words, don't say, 'This is not my department,' or 'I can't help you.' It is your accountability to ensure that the customer receives appropriate assistance, whether from you, another employee, or the manager. Okay?

Team Leader: Yes, ma'am. I see where I erred. I'll remember your sound advice and insight the next time I'm in a jam. I'm sure I'll do better the next time.

Manager: I'm confident you will. It's lunchtime, and I'm sure you're hungry. Take this money and go to the corner restaurant to get some Tandoori for us. And, please, Kumar, don't be too hard on the cashier.

Team Leader: I will not. Thanks again!

Task number Individual Report:

Problem-solving is the act of determining a problem; delimiting the cause of the problem; cataloguing, prioritizing, deciding alternatives for a resolution; and achieving a solution.

No one likes problems, especially at work. Nevertheless, they are part of our regular work cycle. If we look at job ads online, many will list problem-solving skills as a requirement for the job role.

The fact is, each job in the world requires some problem-solving.

We do not like feeling stuck, in work, or outside of it, from managing tasks to managing people.

The great news is, there are lots of tried and tested problem-solving methods that we can use to solve challenging situations at work or in our life quickly.

Using a systematic approach to problem-solving will help you be a more effective project manager, whether the problem is small or large.

This method defines five problem-solving steps that can be applied to almost any problem:

- Define the Issue
- Identify the Root Causes
- Create Concepts
- Choose the Best Option
- Take Initiative

Define the Issue

The most important step in problem solving is correctly defining the problem. How you define the problem will determine how you approach solving it.

For example, if a client complains about one of your project team members, the solutions you come up with will differ depending on how you define the problem.

If you define the problem as poor team member performance, you will develop different solutions than the poor client expectation setting.

Identify the Root Causes

Once you've defined the problem, you can start digging deeper to figure out what's causing it.

A fishbone diagram can assist you in performing a cause and effect analysis.

If you think of the problem as a gap between where you are now and where you want to be, the causes of the problem are the impediments to closing that gap right away.

This level of analysis is critical to ensuring that your solutions address the actual causes of the problem rather than the symptoms of the problem. If your solution only addresses a symptom rather than the root cause, the problem is likely to reoccur because it was never discussed indeed.

Create Concepts

Once the hard work of defining the problem and determining its causes has been completed, it's time to get creative and develop potential solutions.

Brainstorming and mind mapping are two excellent problem-solving techniques for coming up with solutions.

Choose the Most Effective Solution

After you've come up with several solutions to the problem, one problem-solving technique you can use to determine which one is the best solution is a simple trade-off analysis.

To begin the trade-off analysis, identify the critical criteria for the problem that will allow you to compare how each solution compares to the others. A simple matrix can be used to perform the evaluation. The solution with the highest ranking will be your best option for this problem.

Take Initiative

Once you've decided on a solution, it's time to put it into action. If the solution entails multiple actions or requires the participation of others, it is a good idea to develop an action plan and treat it as a mini-project.

Using this simple five-step method can help you improve the effectiveness of your problem-solving abilities.

FOUR STAGES TO PROBLEM-SOLVING:

1.**Set the Problem.** This stage includes identifying the problem to come up with a specific idea of what is wrong.

2.**Brainstorm Alternatives.** This decisive stage of problem-solving means a balance of logical thought and creativity to evaluate and weigh alternatives.

3.**Determine the Best Strategy.** Discreetly consider all possibilities and decide which

Strategy is the best for the organization is the real issue.

4.Perform solution. It is the significant peak of the problem-solving process.

Conclusion:

Problem-solving is by and large viewed as the leading intellectual movement in ordinary and expert settings. A great many people are needed and remunerated for tackling issues. A significant number of our day by day exercises include critical thinking or something to that effect. For instance, we choose what to wear in the first part of the day, which course to take to get to our school, which scholastic related obligations to act in which succession, what to have for lunch, etc.

Not all critical thinking is indistinguishable. Some issues require broad reasoning. There are issues that we have never experienced, and there are issues we know about. Some problems have clear objectives, and there are issues where the goals are a long way from clear. Issues at that point can be recognized on quite a few crucial measurements, and the arrangement measures, the psychological advances we take part in when taking care of an issue, may contrast broadly for various kinds of problems.

According to this dialogue, we found some basic strategies that the manager used to guide the team leader on the right path.

In the end, he received the right message, understanding that it was his mistake, even involuntarily.

But which will then make him make any decision calmly and reasonably.