

PROBLEM SOLVING AND DECISION MAKING “WORK – RELATED STRESS”

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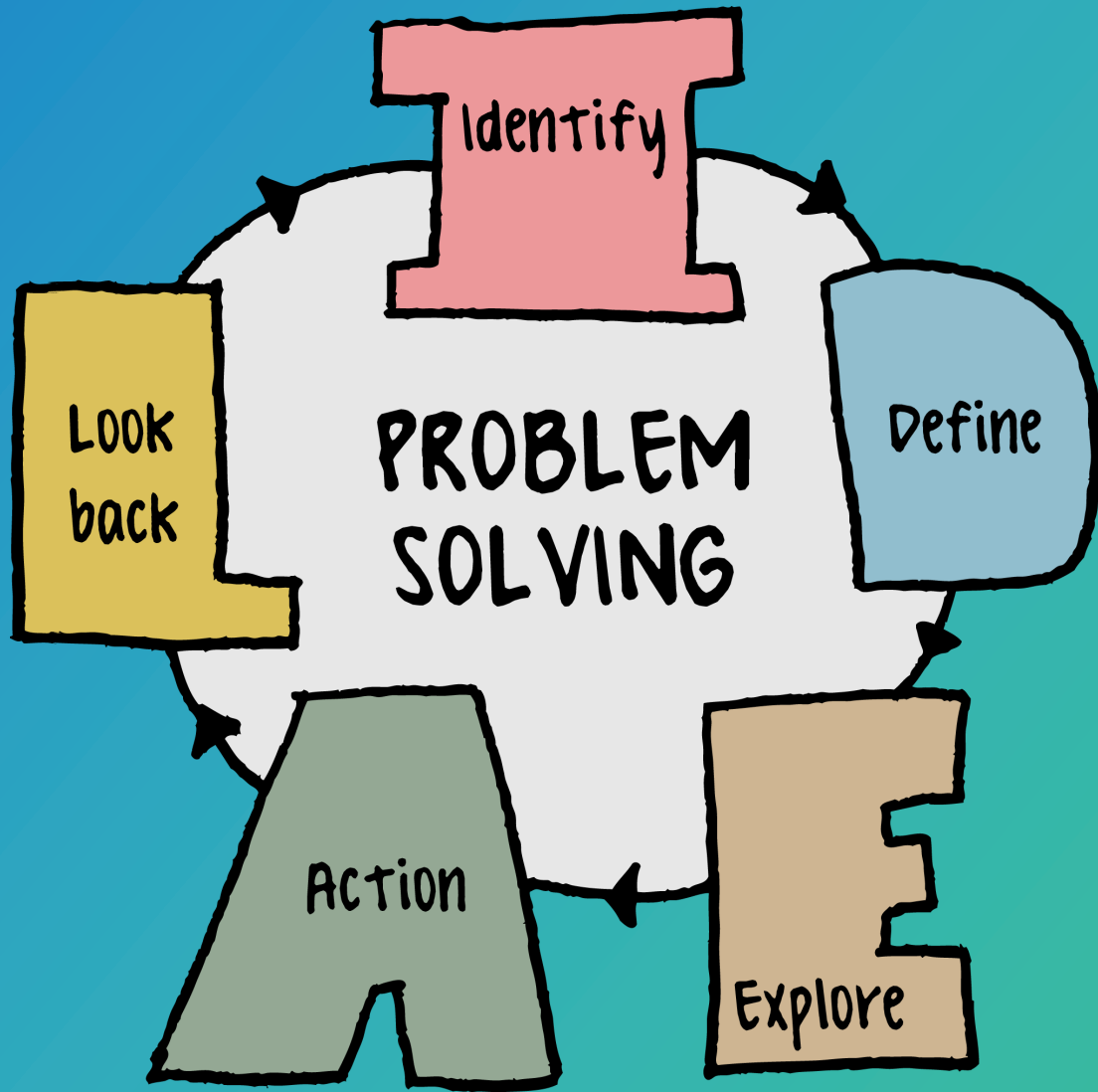
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Introduction

- *What is a problem?*
- *Define problem*
- *Causes and effects of the problem*
- *Technical tools to resolve the problem.*
- *Analysis*

Causes and effect of stress



What is stress?

Signs and symptoms of stress

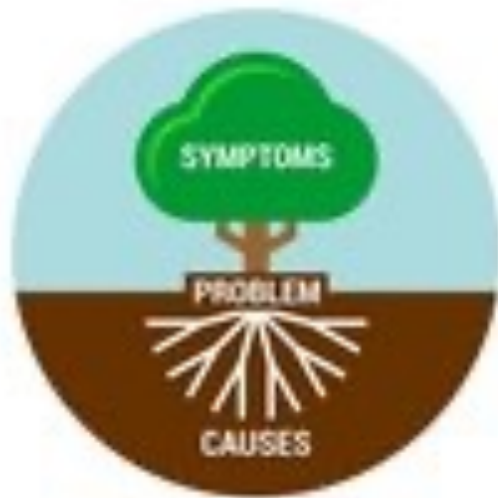
Identify causes of stress

Effects of stress

-Emotional

-Physical

-Behavioral

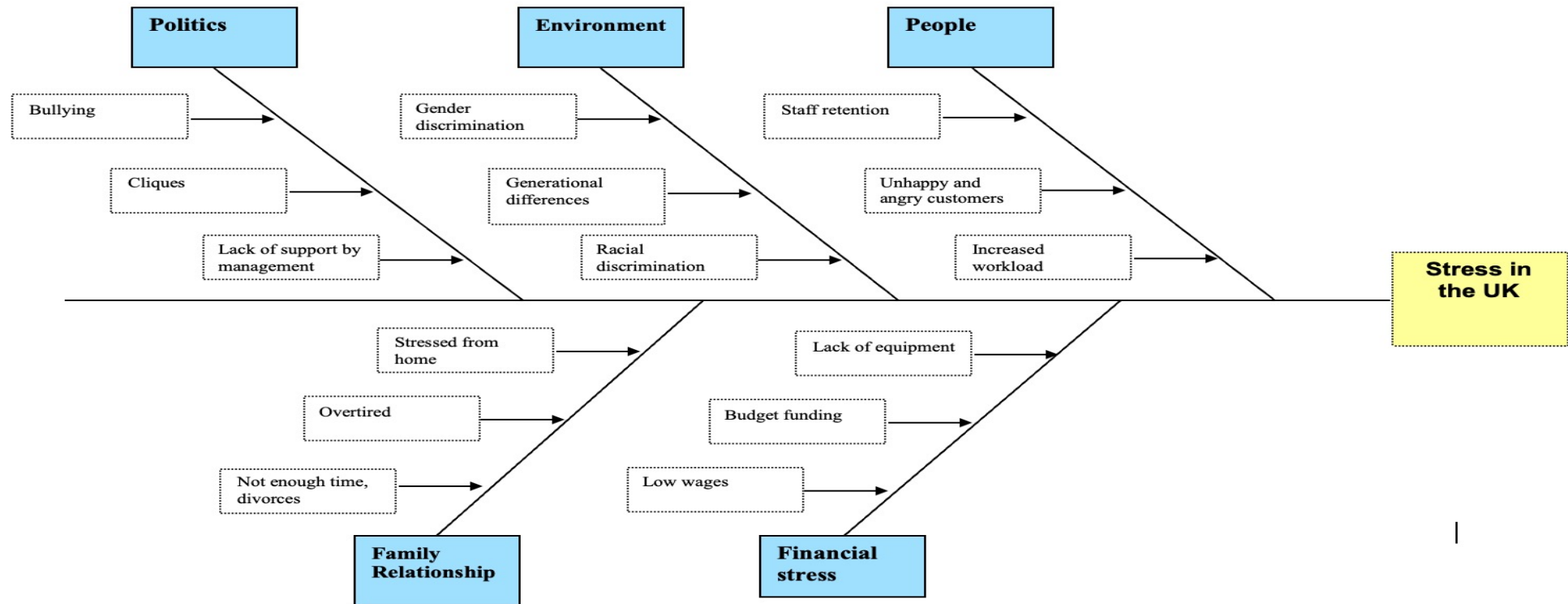


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Root cause

- *Structured team process*
- *Understanding the contributing causes*
- *Fishbone diagram*

Fishbone Diagram





PESTEL ANALYSIS

FACTORS

- POLITICAL
- ECONOMICAL
- SOCIAL
- TECHNOLOGICAL
- ENVIRONMENTAL
- LEGAL

PESTEL
analysis

P olitical
E conomic
S ocial
T echnological
E nvironmental
L egal

POLITICAL	ECONOMICAL	SOCIAL	TECHNOLOGICAL	ENVIRONMENTAL	LEGAL
Government policy Political stability BREXIT The current and future political support	Low wages Cost of higher education Inflation Rates Unemployment rate	Culture Lifestyle Factors Age Distribution	Level of innovation Internet availability Technological change	Pollution Regulations and Restrictions Weather Pressure from NGO's Climate Environmental Policies	Health and Safety Tax Policies Regulation

GRID ANALYSIS

Problem Identification

Criteria Definition

Alternative Generation and Evalution

Implementation

Solutions to reduce work - related stress in the UK

Solution 1	Stay away from conflict. The conflict takes a toll on your physical and emotional health. Avoid conflict at work as much as you can.
Solution 2	Prioritize and stay organized. Keeping yourself organized and be efficient with your work. Be organized with your time.
Solution 3	Make time for workplace wellness.

Grid Analysis on My Solutions

Factors	Organization		Conflicts		Wellbeing		Total
Weight	5		3		4		
Solution 1	2	10	3	9	3	12	31
Solution 2	5	25	4	12	2	8	45
Solution 3	3	15	2	6	4	16	37

PMI Analysis

PLUS	MINUS	INTERESTING
Reduce conflicts Better lifestyle Good motivation Better organization and priorities Wellbeing Better work relationships More time for family and friends Good health	Possible reduction of working hours Lower income Loss of connection between any of the colleagues	Creating an open dialogues Using employee assistance program Forget multitasking

Conclusion

Stress has an advantages and disadvantages. If people will not handle stress effectively this may lead a lot problem to them.



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