

Problem solving

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Module title: Problem solving

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Problems are obstacles that must be overcome in order to achieve a goal. Problem solving and decision making are day to day activities that we encounter at the workplace. Most of us deal with these activities without going through any prior training or guidance. When facing a problem people tend to do 3 things, first they get uncomfortable or afraid and wish the problem will just go away, thinking that they have to come up with the right answer immediately and look for somebody to blame. The main reason why some problems are hard to solve is because while dealing with a problem there will most likely be conflict. And again people are not very comfortable dealing with conflicts. Conflicts appear because the person or team who is trying to solve the problem is not taking into consideration everybody's interests. The best solution for a problem is the one which satisfies most of the interests involved. Problems and conflicts will appear all the time and organizations must understand that this is a great opportunity to improve the system and the relationships between coworkers. The most common mistake in problem solving is trying to find a solution immediately and that puts the solution at the beginning of the process. People are born problem-solvers but they must overcome the tendency to find the solution immediately.

There are seven steps you can take to efficiently solve a problem, identify the issue first be clear what the problem is, different people have different views of the issue. Understand everyone's interests; make sure you don't skip this crucial step, interests are the needs you want to satisfy with any given solution. List the possible solutions, evaluate the solutions, what are the pluses and minuses of the solutions you came up with. Select an option or options, check if there is any way to bundle up more options together for a better resolve. Document the agreement don't trust just your memory, you are human you might forget some things. Agree on contingency, monitoring and evaluation, conditions might change, it is very useful to have a contingency agreement for the future.

In the restaurant business you will encounter many problems along the way, complex and simple problems can cause your business real trouble. Ordering sometimes can be a problem, when you are preparing for a busy day like Christmas, Mother's day or Valentine's Day you order too much and that day is not that busy and you are left with surplus of items on your stock. The easy fix for this

problem is to keep those items on the menu as long as they are still in date or create your one specials of the day.

“Critical thinking is the intellectually disciplined process of actively and skillfully conceptualizing, applying, analyzing, synthesizing, and/or evaluating information gathered from, or generated by, observation, experience, reflection, reasoning, or communication, as a guide to belief and action. In its exemplary form, it is based on universal intellectual values that transcend subject matter divisions: clarity, accuracy, precision, consistency, relevance, sound evidence, good reasons, depth, breadth, and fairness.” (Michael Scriven & Richard Paul, presented at the 8th Annual International Conference on Critical Thinking and Education Reform, Summer 1987.)

In order to achieve critical thinking a person must poses a number of skills like analytical skills, problem solving, communication skills, and creativity and be open minded and many other. Part of critical thinking is the ability to analyze a problem, a set of data or just a text. Analytical skills help you understand what it means and what it represents. Most of the times you have to share the findings with your superiors or colleagues and you have to be able to communicate clearly with them. For complex problems you must work in a group of people and so you need to communicate well with each other in order to find the most useful solution. You have to be creative in order to achieve critical thinking. Spotting patterns in the information will come very useful, and in order to come up with an idea that nobody thought about before you need to have a creative side. Open-mindedness can help you accept other ideas that you might not be ok with but you know you have to try this idea as well. Put aside any assumption or judgements, just analyze the information you are given. Problem solving is another useful skill for critical thinking, it enables you to analyze ad find a solution to any problem. If you are a critical thinker you will verify all the sources of the information and will not accept non-scientifically sources. You will be able to understand the links between ideas, recognize and built arguments, approach problems in a systematic way.

Pest analysis is a strategic tool that deals with political, economic, socio-cultural and technological situations. Pest analysis only deals with external factors beyond the company's control. Pest analysis is used to obtain a general overview of the business area branches or even entire economies. It describes the interference of macroeconomic developments therefore it makes sense to evaluate past situations and current situations and trends for the future. The political factor that will influence the restaurant business in London is the UK leaving the EU commonly referred as Brexit, will most likely affect the restaurant business in London because of the political insecurity it creates, the devalues of the British pound and business owners are starting to be more careful with their branches and their budgets, while others are considering closing branches. Economic factors are exchange rates, taxes and demand. In 2017 people in Loughton (the area where I work) the number of people going out for a meal decreased with 10% and we as employees felt the results of this devalues by having less hours every month because of smaller labor budgets, we even closed some branches.

The term **employee behavior**, refers to the way employees respond to specific circumstances or situations in the work place. There are five types of employee behavior, task performers, organizational citizenship, counterproductive work behavior, joining and stay with the organization and maintain work attendance. The task performers always set tasks for themselves and strive to achieve them within the time they give themselves and it is a very productive behavior. Organizational citizenship is the type of behavior that always wants to help they always try to help their coworkers with any problems, a happy team is a productive team and they know it. Employees who have a counterproductive behavior are usually the ones who speak ill of their company and tend to offend workers. They do activities that are not productive and ruin the atmosphere in the work place, they don't want to help or go the extra mile. These type of employees need to be dealt with immediately by encourage them to change their ways. The

people who join and stay with the company are very important. In order for an employee to stay with the same company for a long time is because companies sound respects their employees. Long term employees gathered a vast knowledge and are valuable for the company. Losing one of them is losing knowledge from your team. Companies should check the new employee's background before welcoming them to their team. Employees need to attend office regularly. Take a leave, only when there is an emergency. Employees who find work as a mere source of burden and have nothing new and interesting to do, take frequent leaves as compared to individuals who love coming to work.

Referencing

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