

Introduction

The workplace is a massive environment and it is often found that many problems will arise. A big problem that arises in many work environments is a lack of harmony between colleagues. This arises from many different scenarios such as staff made from introverted employees to just a simple falling out. This can often cause problems such as tension between different colleagues and will in doing so affect the entire morale of the workplace. In this essay I will discuss this problem and look at ways to resolve it.

Problem solving

Problem solving can be defined as the 'process of finding solutions and resolving complex issues that have arisen'. It is a high level cognitive process for many individuals and can be applied in the work environment. There are a series of steps that can be used to solve these problems. These steps will form the basis of how I will resolve the problems in the workplace. The following steps will be implemented:

1. Define the problem
2. Clarify the problem
3. Define the goals
4. Identify root cause of the problem
5. Develop action plan
6. Execute the action plan
7. Evaluate the result
8. Continuously improve

The first step is to define the problem. From what I have been provided, the problem is a lack of harmony in the workplace. This has arisen because a couple of individuals have felt that they are not able to extravert themselves in the work environment because their introverted nature. On top of this, staff have found that they are finding a lack of motivation and appreciation in what they are doing and it has lowered the morale of the entire workplace. This is by no means directly a fault of anyone but a difficulty in circumstances has caused some issues to come about. At first glance, it would be prudent to say that this problem is very solvable and is not too much of a major issue.

Some people in the work environment have felt uncomfortable with some of their colleagues because of a lack of clarity and a lack of communication. They have not engaged much really with each other so have not been able to build rapport. The effect this has had on the environment involves lack of motivation amongst workers, tension in the camp and bitter behaviour between colleagues. A great proportion of people are introverts and their personality prevents them from interacting. So, if a task needs to be done by someone else they would have difficulty in communicating that information to their colleagues and other members of staff. On top of this, some of the staff have felt underappreciated and feel like they are not getting enough credit for the work they have been doing. The aim is to solve

problems so that the people can work together and in harmony. If this problem is fixed the workers will prosper and produce greater standards of work. It is ideal to get this problem sorted out as soon as possible.

The root of this problem is how to make it so that the introverted group can be made more comfortable at work and how other staff members can adapt to make the introverts feel at ease and for higher staff members to show some gratitude for their staff numbers. My action plan involves created a series of alternative solutions and evaluating them before deciding which is the most appropriate form of action. To confirm this is the root of the problem, we must first get everyone's opinion on what they think is going wrong which can easily be done via a questionnaire or even a face to face meeting.

Potential solutions

I will discuss the potential solutions to the issues and to go about this decision making process is by assessing the cost and benefits for each solution. It is usually used to assess financial data however I am going to manipulate it for this scenario to see how it affects the company.

One proposed solution I can suggest is that, outside of work the colleagues go for some team bonding exercises. Too often, people that work together do not interact outside of work. It is critical to implement some form of team working in every workplace because this helps people to get to know a bit about each other and build rapport. Team building exercises could range from something simple as going out for a few drinks or a coffee and just getting to know each other or something maybe related to sport such as going to play tennis. This will help everyone to get to know each other and bond. There is potentially difficulty in this solution in which you need to find a time suitable for everyone and if they are not present all at once it is impractical to have it on multiple days and in addition to this you have to ensure that this is an activity that everyone is able to take part in.

Another proposed solution is to have everyone sit down together and discuss the issues at hand. This solution works for multiple issues in the workplace. Issues are resolved when people open up and discuss their opinions and thoughts. Tensions are built up in the workplace, so everyone has to voice their opinions. A protocol will be set in place so that each person will be able to have a say then it is up to the manager to orchestrate it and make sure that the staff members feel better afterwards and all issues are resolved. It is important to keep harmony within the workplace. This message has to be explained to the parties involved and it will help to improve the situation. This is a simple yet effective solution and does not require too much planning, just a day when everyone is working.

A key factor in this problem is the feelings of the introverts. They do not feel comfortable to be open in the workplace so it is imperative to reach out to them and make them feel like they are at home. The way to do this is to take them to one side and make them feel comfortable by having general chat. From then build up towards the topic of interest and ask for what they want to change and whatnot. Then considering their opinions and

feedback rules should be implemented to change what is occurring. However, it is also important to point out the impact their behaviour has had on the workplace. By doing this they will understand how their actions are affecting others and that may prompt them to change to get more involved. This is a sensible solution however it is crucial to ensure that you deliver the message properly and not in such a way that it hurts the opposing parties feelings.

A potential more innovative way to resolve the issues is potentially make a new form of communication between members. It would be preferable for the issue to be resolved using one of the other methods suggested but you can potentially form a new communications platform whereby any important tasks or reminders can be posted on it so it makes easier to communicate. In addition, it is easier to send messages directly to people and it will be made easier to send messages. It is also a lot more efficient and less time consuming than communicating directly one may argue. This solution could potentially be time consuming and you never know how long it will take for the platform to be ready. There is also the factor of cost that you have to consider and creating the platform may be expensive so this method may not be as practical.

The issue could be resolved by using more drastic solutions such as replacing the current staff members with new ones or by replacing the shifts around which different members work so people work with the only people they are comfortable with. But I will offer an alternative solution where instead they can learn to get on with each other by carrying out a series of tasks where it requires different people within the company to work with one another. This makes it so you are never working with the same people all the time and helps to increase social skills. It is also a good way to build a massive community within the workplace which will help the company thrive.

To help boost morale, one way is to propose some bonus scheme to the staff. This could be something like provide a bonus to staff who have made greater sales or produced better workpieces. Money is a very suitable motivator and it is found a great number of people are motivated by money so this can help contribute to the morale of the entire team. However, this could potentially produce some economic issues and may not be in the best interest of the company. Alternatively, they could show some gratification through other means such as giving gifts to employees if they have worked hard or even something simple as going up to them and congratulating them on their work ethic.

There are many ways to go about solving this issue but it is extremely important to look at all the pros and cons of each solution. You have to consider all the parties involved and then you have to take into account their feelings and attitude towards it. The problem is not such that it is a huge deal but it is an important one to address. Thankfully, it is easier to solve than other issues so if all factors are taking into account then the issue will be resolved.

Development and execution

The solutions have been expressed. It is then up to the company to develop the solutions and then execute them. Most of these solutions are basic but you can go above and beyond. To prevent the problems furthering it is good to act as soon as possible and to make sure it's done to completion. The onus should be on the manager or the head of the department to make the call and orchestrate what goes on. The head of the department should make sure that all of the actions are completed and are effective.

My plan

My plan to help solve this involves bringing the whole team together and going on a trip. This could easily be a weekend session and if I can get a group and take them on a trip somewhere in the countryside it will help build the team spirit and morale. The outdoors has a natural effect of enhancing mood and spreading positiveness and I am hoping this will help improve the team morale and everything. It is common knowledge that spending a weekend away allows true bonding and allows people to get to learn about their colleagues and stuff. Here we will take part in some bonding activities such as making a campfire, fishing and maybe some hiking. All these different activities will help alleviate any tension between the group and will help build stronger connections. In addition to this we can potentially discuss further different activities or make it a quarterly thing that we can take part every quarter of a year. If this does not resolve the issues addressed in this essay then I believe some more drastic measures may have to be taken. If I receive funding for this I can go above and beyond to ensure it is a proper effective session.

Conclusion

Overall, the problem at hand is one that can be solved however it is in everyone's best interested to address it at that most earliest point. There are many potential solutions to solve this issue that I have covered and with everyone's equally committed effort it will be one that can be brushed under the carpet imminently.