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Include your full name, student number, Module name, Module code and lecturer's name

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INTRODUCTION

Importance of problem-solving skills

Background of the organisation

The workplace Problem

In this section define the problem including its scope

A brief discussion on the actual and potential impact to the organisation due to the complex problem.

ANALYSING INFORMATION

ROOT CAUSE ANALYSIS (RCA)

I suggest that you use a cause-and-effect analysis using a **Fishbone diagram** here to identify the **possible causes** to the complex problem including possible **root causes**.

Having the list of possible causes, discuss about any data/information that you have collected to filter out the “possible root causes” to identify the **actual root cause(s)** causing the complex problem.

APPLYING SITUATIONAL ANALYSIS MODELS

Also discuss about any data/information that you think are relevant and necessary to analyse the situation and to suggest alternative solutions in the next section.

Use **One or more of the following** decision-making tools/techniques:

- PESTLE (Slides Week 4.2) (optional)

- SWOT (Slides Week 4.1) (optional)
- SWOT with Pestle combined (optional)

SWOT

SWOT Analysis helps you to identify your organization's Strengths, Weaknesses, Opportunities, and Threats. It guides you to build on what you do well, address what you're lacking, seize new openings, and minimize risks. You may apply a SWOT Analysis to assess your organization's position prior to planning a range of solutions to the complex problem.

PESTLE

It facilitates an understanding of the wider business environment. It helps senior managers studies the key external factors that influence an organisation. It helps managers gain a better understanding of the opportunities and threats they face. consequently, the analysis aids in building a better vision of the future business landscape and how the firm might compete profitably. You may apply PESTLE analysis and determine your organisation's current opportunities/threats to assess your planning of a range of solutions to the complex problem.

SWOT with Pestle combined

Workforce planning:

A PESTLE analysis can help to identify disruptive changes to business models that may profoundly affect the future employment landscape. It can identify skills gaps, new job roles, job reductions or displacements.

Organisational change

A PESTLE analysis helps understand the context for change, and is most effective when used in association with a SWOT analysis to understand opportunities and threats around labour changes, such as skills shortages or current workforce capabilities.

Based on your findings/analysis above suggest a range of alternative solutions (three preferred) in the next section. Refer to week 3 slides

RANGE OF ALTERNATIVE SOLUTIONS

Suggest a range of solutions (three) to solve the identified complex problem.

- Solution 1
- Solution 2
- Solution 3

EVALUATION OF ALTERNATIVE SOLUTIONS

In the previous section you have identified a range of alternative solutions (three or two) to solve the complex problem to eliminate the identified actual root causes.

In this section you will be evaluating those suggested alternative solutions to select the most appropriate one (**Making a Decision** by Weighing Up Different Factors)

You could do this by using **one of the following** tools

- Weighted decision making matrix
- PMI (Each solution needs its own PMI analysis, e.g.: if you have suggested three solutions then you need to conduct three separate PMIs)
- Discuss pros and cons of each solutions against the identified root causes and select the most appropriate one.

IMPLEMENTING THE SOLUTION

Discuss here about your implementation plan with help of a Gantt Chart or ADKAR

- Ensure that you have produced a workplan with clear milestones and deliverables

Refer to the following sections for guidance:

Change Management - Slides 8.1 (ADKAR)

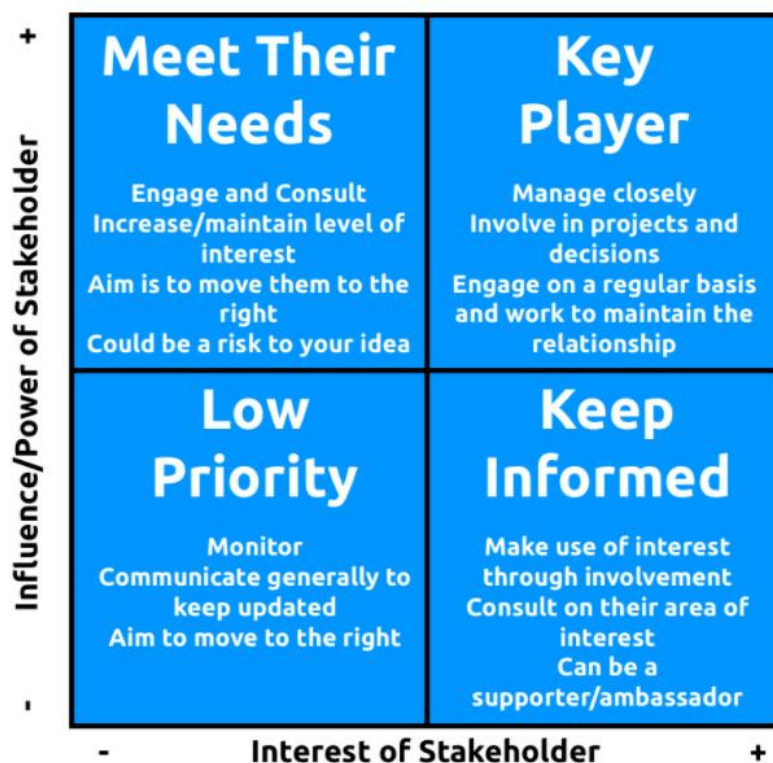
Implementation plan - Slides 8.3

Gannt Chart explained: <https://www.youtube.com/watch?v=fB0wsdmV3Sw>

Communication plan with stakeholders

In this section please follow the following structure

1. Identify the stakeholders
list all the stakeholders
2. Create an Influence/Power and Interest matrix
You can map out your stakeholders, and classify them according to their power over your work and their interest in it, on a Power/Interest Grid



3. Stakeholder engagement plan
Complete the following stakeholder communication plan according to their power and interest identified above.

STAKEHOLDER COMMUNICATION PLAN					
STAKEHOLDER	POWER/INTEREST	KEY INTEREST & ISSUES	COMMUNICATION VEHICLE	FREQUENCY	COMMENTS

MONITORING AND REVIEW TECHNIQUES

Plan and discuss about monitoring and review techniques to ensure successful implementation

- Progress in the implementation of a project can be measured by the achievement of milestones.

ADKAR Gap model - (slides 8.1)

CONCLUSION

REFERENCES

APPENDIX

You may include your roleplay script and any class work (including group works, case studies) that you have completed during the lessons here. To avoid being flagged up for high similarity insert the class work as photos (taken using your mobile phone).