



PROBLEM SOLVING AND DECISION MAKING
Anxiety-Remarks

ABSTRACT

Covid 19 – mental health effects in educational institutions are often connected with sick leave and resignation.

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Problem definition

Primary School for children from the age of four to eleven.

Staff:

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Principal	MIEE
Deputy Principal	MIEE
SENDco	Lower Phase Team Middle Phase Team Upper Phase Team
Pastoral Team	Safeguarding and Wellbeing Officer Family Support worker Learning Mentor Send HLLM Attendance Officer
Admin/Premises Staff	Office Manager Office Administrator Receptionist Site Manager Assistant Caretaker

Without a doubt educators' psychological well-being during coronavirus pandemic and evaluation of the emotional issues of teachers at critical moment in the current crisis. Teachers' mental health and wellbeing suffered during the first stage of the coronavirus pandemic due to lack timely government guidance and this was a key challenge throughout. The mental health of the teachers, school staff and students during the covid 19 crisis and face to face education accumulated psychological warning sign and one of the teachers started to complain about safety at work and happening to come to work in full personal protective equipment which made other colleagues to start throwing remarks.

The covid 19 pandemic has disrupted educational methods and has precipitated an urgent need to rapidly implement alternative learning approaches and moved from traditional classroom learning to virtual learning. Conversely the rapid transmission of covid 19 all over the world has had health, social, psychological, economic, and educational consequences.

Soon after the school closure many teachers were able to continue working through remote working arrangements to avoid the spread of covid 19 until May when school reopened and moved to rota system for vulnerable children with all teachers participating except her. She was afraid to come back so she asked to keep working from home because of her fear and received the support for her needs from the principal. However, other teachers felt that this was not fair to receive this special treatment as everyone was afraid about the same reasons.

In September when the school fully reopened, the employee with anxiety still did not want to come back to work and handed signed sick note for one year due to her anxiety. Although everyone was trying to be supportive towards her and stayed with her in contact for the whole year, before everyone started to questioning her returning back to work but she lately blocked everyone on social media and decided to resign even the organization followed the health and safety coronavirus procedures and guidance to reduce the risk of transmission of coronavirus in school, such as wearing face masks, hygiene, keeping children in bubbles. In such context of unprecedented uncertainty additionally more of school teachers planned to leave because they felt that they are putting themselves at risk in a classroom. Not only a shortage of teachers harms students, teachers, and the public education system but also it makes more difficult to find qualified teacher for her position. Shortages undesirably impact on occupational well being since there is an increase already in high workload which decrease the ability for teachers to carry out their work effectively and as a result in staff taking on extra responsibilities. Other colleagues had to help to cover for her teaching class and felt that this is the issue of quality and equity in education. Unfortunately uncertainty and stress due to excessive workload, interpersonal communication problems, insufficient training and job insecurity has revealed that in teaching profession there are many who decided to resign.

Evaluation the current situation and identify and define alternative solutions.

Workplaces can play a big part in maintaining positive mental health that refers to stress caused by work which affect the employee work performance. For example there are many ways how to turn anxiety into productivity. In addition employers must by law make reasonable adjustments for employees with mental conditions. As coronavirus has affected us all in diverse ways, it is important to remember in the first place that everyone reacts differently. As a matter of fact, to reduce worker anxiety, they need the support from employers who should act as soon as possible to put necessary support in place. Firstly, communicate regularly on wellbeing and support with the staff. Secondly, check in with the individuals and check if the support is required, then ensure on taking breaks, lastly to

consider referral to professional health, furthermore providing training on mental health conditions with changing or reduce working hours or workload adjustment whichever would be beneficial to the employee with health issue.

SWOT analysis

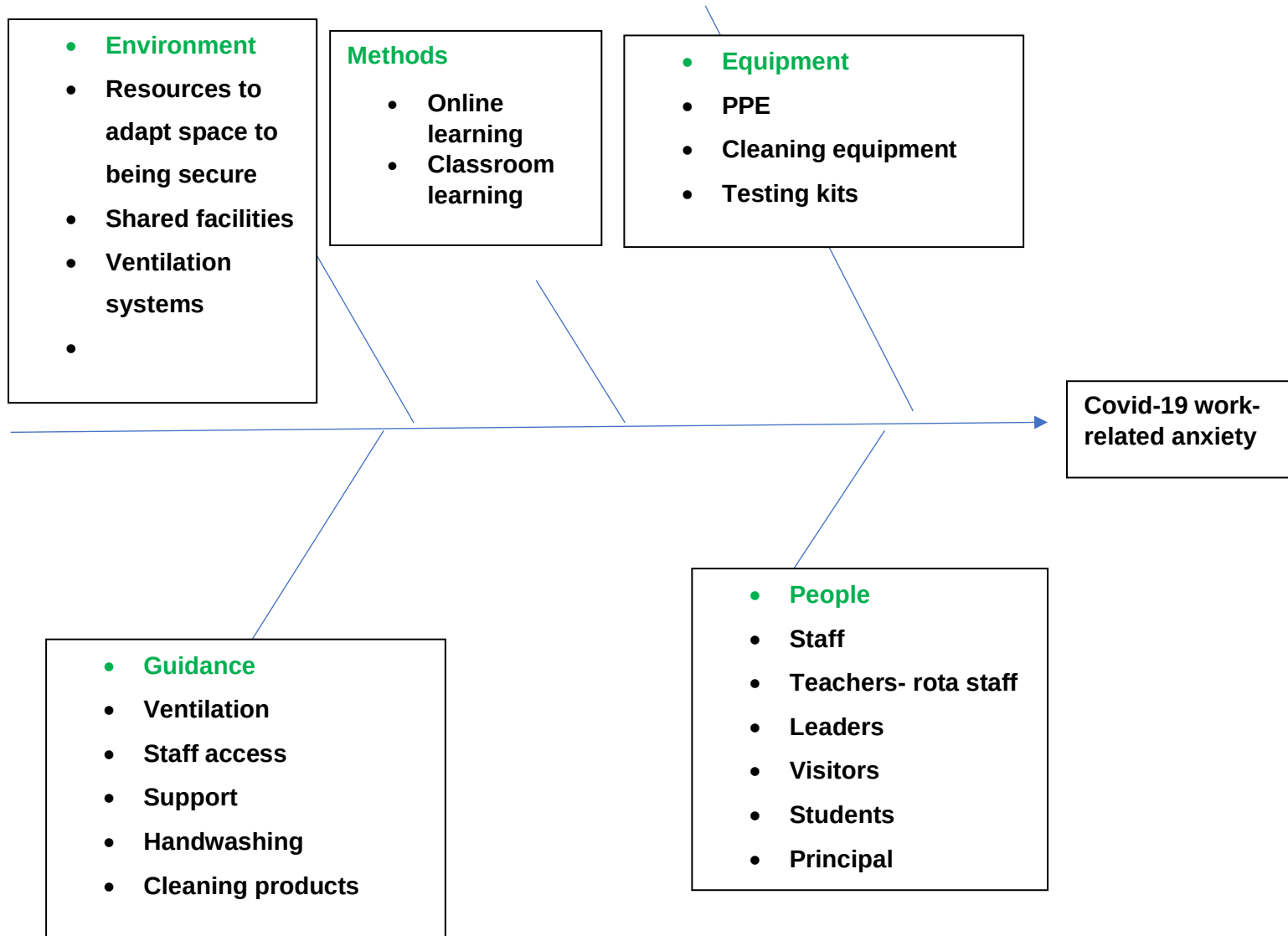
Strengths	Weaknesses
- Professional staff of teachers - A lot of activities for students - Easily accessible location - Communication channel with parents	- Insufficient staff - Negative feedback - Poor scores - Teachers not available to meet parents often enough
Opportunities	Threats
- Asking for feedback - Finding ways to minimize weaknesses - Online education if school is off - New program development	- The pandemic of Covid 19 - lockdown - Parent complaints - Mental health

PESTLE

Political	- Changes to government policy - General public pressures
Economic	- Government funding - Affordability of online education - Breakfast/ afterschool clubs - Staff/ teaching support
Sociological	- Social networking - Day care needs for children
Technological	- E-book readers - Access to electronic devices - Internet connectivity
Legal	Health & safety legislation

	• Mental health
Environmental	• Waste disposal • Printed information

Cause and Effect Diagram (Fishbone Analysis)



Define alternative Solution

Solution 01

Teach stress management

Solution 02

Watch out for signs of anxiety

Solution 03

Promote mental health in schools with social- emotional learning programmes for teachers, staff and students.

Solution 04

Make sure all staff members have time during the day to take a break and make sure work responsibilities are evenly spread across staff

PMI Decision Making tool

Solution 04 -break-work evenly spread across staff– PMI Model (score scale is 5)

Plus, Points	Minus Points	Interesting Points
1. Reduce stress-5	1. funding covid test kit-(-3)	1. reduced workload -(5)
1. Improve mental health-5	2. mental & physical fatigue (-5)	2. health-friendly culture -(5)
2. Increase productivity-5	3. Risk staff shortage (-5)	3. safe environment
3. Same workload 5	4. PPE (1)	4. remote working
4. Work-life balance -5	5. possible burnout (-5)	5.vaccine – (5)
Total Plus Points = 25	Minus Points = (-18)	Interesting Points = (+17)

Final Value for solution 04 = 25 + 17 – 18 = 24

Solution 02 – Watch out for signs of anxiety

– PMI Model (score scale is 5)

Plus, Points	Minus Points	Interesting Points
1 Provide early support 4	1. Provide training -mental health- (-4)	1 training -(4)
2 Communication -5	2 Promote flexibility to staff (-3)	3 flexibility -(3)
3 Counselling -4	3 Uncertainty (-4)	3 Covid test kit (4)

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4 provide learning resources 3	4 Absence (-5)	4 PPE (3)
5 health for everyone -5	5	5 Online learning (3)
Total Plus Points = 21	Minus Points = (16)	Interesting Points = (17)

Final value for solution 02 – 21+17-16=22

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Evaluate and define the best solution

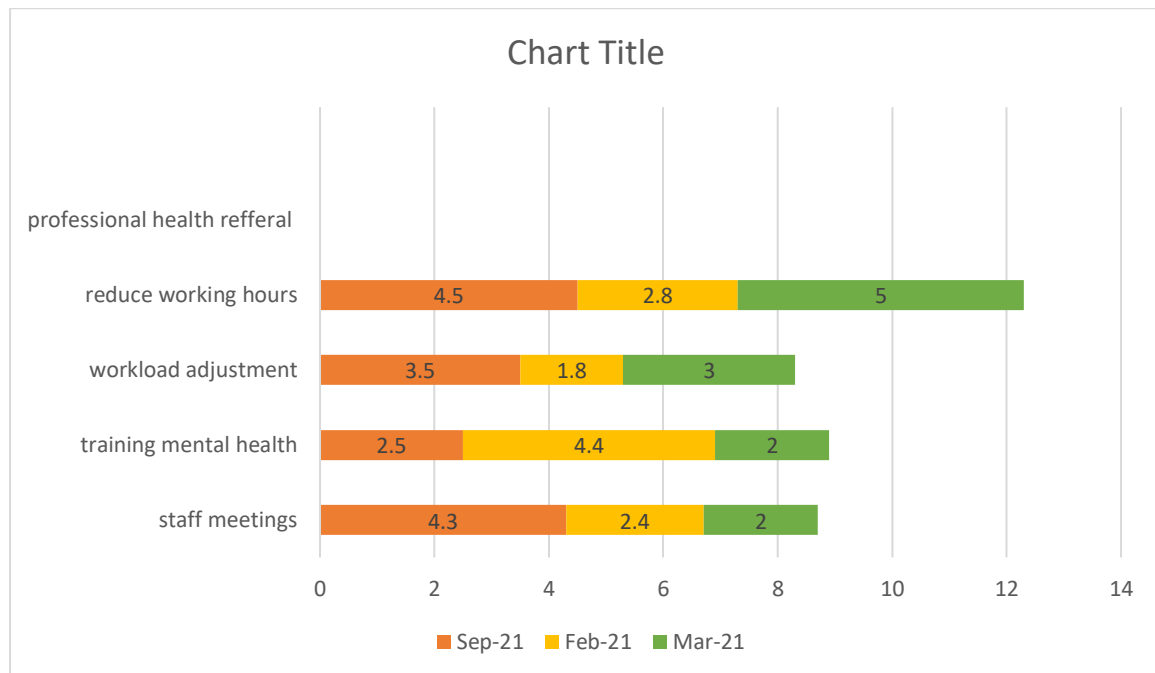
Taking breaks are important in recovering from stress, which can improve individuals' mood, performance it provides mental reset.

Excess workload can result in performance issues, and it should also be noted that underload can result in similar performance issues. By effectively managing employee's workload there is a chance to decrease psychological and emotional fatigue among employees.

To make sure all staff members have time during the day to take a break and make sure work responsibilities are evenly spread across staff.

Produce your plan:

Gantt Chart



The problem is covid -19 work related anxiety and colleagues' remarks where that employee did not receive the proper support from her early signs of mental health issues, moreover

colleagues felt that her safety took precedent over the other teachers. This is an urgent problem that needs to be addressed to help employees with anxiety and improve their mental health and wellbeing. To achieve this goal every effort should be made to find alternative way that will result in overall improvement by august of next year. Staff meetings discussion about mental health training at work to create welcomed and supportive work culture. As part of this plan is to make reasonable workload adjustments to reduce the stress or reduce the working hours for some time as well as to ensure employees using their break times during their working day. When there is not any improvement, we will advice them on how to access psychological self referral mental health organizations

Review your implementation process

Tools and techniques to review your implementation process

- **Review meetings**
- **Feedback forms from employees and management**
 - 1 Debate with the members of staff about work, anxiety, performance to ensure that the plan delivered works, staff meetings every 3 months.
 - 2 Measure the achievement by comparing the result of the action with the expected outcome.
 - 3 Surveys to determine the satisfaction
 - 4 Identify areas for further actions
 - 5 Evaluate any difference to recognize the reasons for it
 - 6 Take additional action if necessary

Post-implementation reviews are great ways to identify success and learn lessons from those parts where it did not work out as planned. To evaluate whether the plan actions were effective it is important to collect information by interviews or surveys, gap analysis and document what I have learned from the review. Monitoring the situation and the outcome as needed until the right alternative solution is in place.

The project is over, but the process continues. The best practices for conducting a review are trust, to get honest opinions from staff members I would ask them for openness and

truthful observations with critique. Then I can develop a narrative and find out what worked and what did not I can learn from this experience and apply this knowledge to future developments. Problem solving process is cycle of planning, doing, checking, and acting.

Conclusion

Education during the covid 19 pandemic has caused teachers to experience anxiety and it is important to help and support those employees with such health issues to relieve their symptoms so that they can continue to work. It is essential to understand why teachers feel anxious and highlight the reasons for this anxiety and to ensure teachers that they will receive the support they need.

Lunch breaks allows your mind to rest which can directly improve everyone's productivity and helps release stress.

Referencing

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