

BMSW4004

Problem Solving and Decision Making

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1.INTRODUCTION

It is often the case that people come to work from diverse cultures with different experiences and different family backgrounds which can also lead to conflicts. Unfortunately, I fell victim to this when I started working in a restaurant called Zizzi a couple of years ago, which was one of my first job in hospitality, but the problem was more serious than I first thought.

They were common to be humiliated with words or laughing at me, but I did not understand why I got this from people who just started work with me and I really tried to learn hard and do my best every day. I thought it was because I was a new guy, and they did not want me to think I could do whatever I wanted in the workplace and like this, losing my control over my tasks.

However, I continued to work hard and learned quickly, always took overtime whenever I was asked but the problem was the same even a couple of months later. I needed to analyze that I am a victim of a common staff problem and harassment, and are my environments wrong? Or do I need to change to solve these barriers between me and some of my colleagues?

To find out which is the most effective technique to identify the solution to my problem, I am going to use different problem-solving tools such as: Lewin's change model, Swot analysis, Soar analysis, PMI technique.

1-3. Soar and Swot Analyses

As I mentioned before, some of my colleagues were not happy that I was working with them, and they tried to make me feel bad every day.

After a brief time, it also had an impact on my mental health because I thought I was not part of the team, and I am not that valuable for the environment I am working for and in the end, I completely lost my confidence. I considered what they said about me and whether there is a

basis for it or not. In this case I must apply my favorites techniques which are SWOT and SOAR analyses.

I can apply **SWOT** analysis to my situation, because SWOT is more likely to focus on the situation and areas to improve.

On the other hand, SWOT in terms of its mindset is more likely competitive than collaborative like SOAR analysis.

It shows a review of the current situation of our business or organization and the action plan based on tactics rather than vision as I will mention later below SOAR analysis. Of the four elements two are the same which are **strengths** and **opportunities** and the other two are **weaknesses** and **threats**.

First, I need to identify what my **strengths** are.

I was proud to always place the orders exactly, not to mix them up and so I was able to service quickly and efficiently.

I felt myself also unique because I learned in a brief time how to make cocktails, coffees, and all the food ingredients from the menu.

On the other hand, I was always kind to the customers even under pressure they never saw me sad or uncertain about my tasks.

Based on my opinion, my greatest strength was that I was extremely fast taking orders and serv them drinks and food in a brief time. Moreover, busy hours made me super concentrated and motivated to prove to the customers and my colleagues that I am a great employee. These things have encouraged me to have strengths and there are things I am good at.

The next element is my **Opportunities**.

Even If I knew my colleagues had personal problems with me, I tried to find the solution to meet our needs.

After talking to them countless times I was sure I needed to talk about these things with my manager as well, however they were always kinder in front of my manager but if he was not there it started all over again.

In this case it is best to reassess our strengths, sum them up and try to use them to achieve a positive result.

However, I had two choices left.

If they transferred me to another restaurant that would have been far away from my home, or I continue to work hard and with my work ethic and attitude I show that I am a good workforce and that will put an end to their harassment on me.

My **Weaknesses** were above others my current knowledge of hospitality because even if I have already worked in hospitality my duties were different and the expectations become higher as well at my new workplace, based on this the attack surface was also bigger on me.

Threats would be my colleagues of two because they have been working there already long enough to have a more confidential relationship with the manager.

SOAR is more likely to plan the future goals of the business and what action do I need to plan based on my vision, it consists of four elements: **Strengths, Opportunities, Aspirations, and Results**.

Now I am going to continue with the rest of the two elements of SOAR analysis which should be one of the most important of all in this case, which is **Aspirations**.

I had to get back to the values I represented and find answers to “why am I here”?

Considering that is it still my passion? Can I still focus on challenges in a positive way?

My answer was yes, and I need to focus on my passion to create continually the best vibe between me and my customers to create them a pleasant time.

So, I need to keep in my mind what do I deeply care about.

The most important thing was not to lose my momentum and continue to work with a similar work ethic and should not deal with negative things at the workplace from my colleagues.

Moreover, I had to focus on my own development and to always carry on my own duties to try to avoid more conflicts.

The last element is the **Results**.

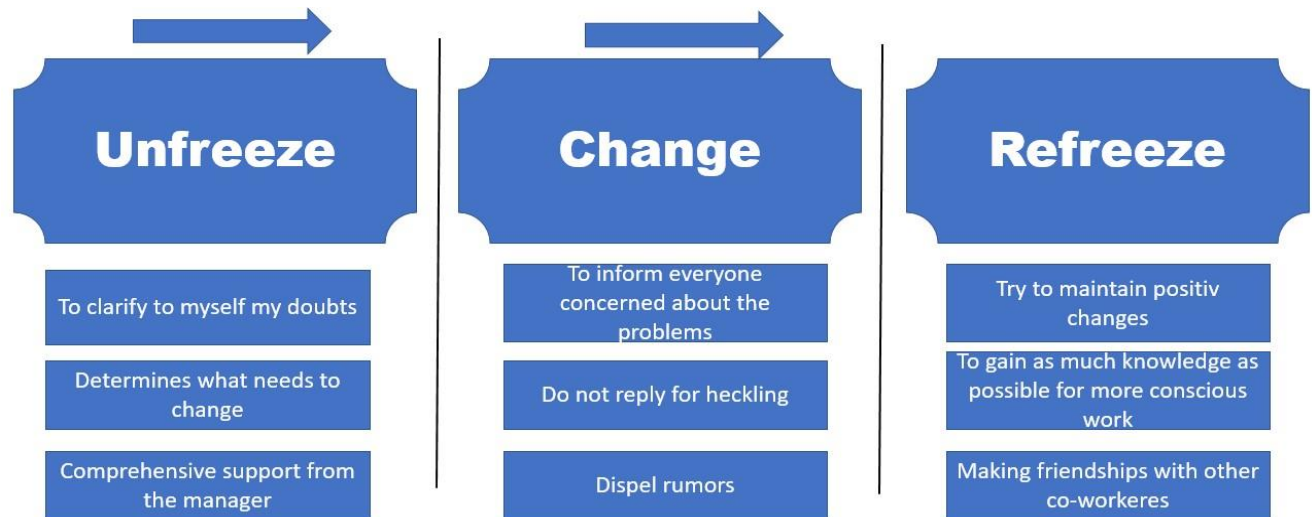
To find out that I am on a good track to succeeding, I need to consider all the elements to have a vision of my plan to solve my problem.

First, I must consider my opportunities to see how much I can capitalize on my strengths.

However, if I manage to capitalize on my strengths, everyone will see my aspirations that I make so much effort to prove I fit in the organization, and they can count on me as an equal partner.

4.Lewin's Change Model

Now I am going to apply my problems on my own Lewin's change Model which should help me to resolve and plan to the future how to develop the relationship between me and my colleagues.



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When it is stated why do I need a change and exactly where we want to go or what do I need to do to achieve my new goals then these three steps help to decide how to make the whole process to be successful.

To clarify my vision and see the changes just the beginning, but I think to get through this and resolve my problem I will need my manager's help as well to feel I'm getting support.

To stop rumors we must dispel them and ask for help from the manager because his word must be the most authentic in the workplace.

For changes in my case, I should not reply to hecklings just to avoid as much as I can and let them know I will ignore these hecklings every time, so it is a waste of time.

However, to refreeze things I should have made friendships with others at the workplace, gain more knowledge as much as possible and appreciate every single positive change from co-workers.

5. PMI TECHNIQUE

+PLUS

- ☐ Great career opportunities
- ☐ Supportive manager
- ☐ High salary
- ☐ Flexibility
- ☐ It keeps everyone sharp
- ☐ Free food
- ☐ Communicate better
- ☐ Becoming a multitask

-Negative

- Unsupportive co-workers
- Extra stress from unsupportive Co-workers
- Very bad attitude from some Co-workers
- Difficult to decide on your own in a new workplace

=Interesting

- You will get strong arms
- Cultural Exposure
- Tips and bonuses
- Experience the luxury

6.Solution to the complex problem

The biggest problem is that some of my colleagues must change their attitude since I just came to work and not get into conflict with others.

The solution should be a deep conversation about the relationship between us and explain to them this will have an impact on the business if we are not going to work out something together.

On the other hand, I must explain to them that what they are doing is unethical and if they are not going to strive for a better relationship then I will talk to the manager and report it as harassment.

If they understand that this could be a more serious problem for them then maybe they will stop generating conflicts between us and I can have a normal environment to work in.

Finally, I should ask them what they are expecting me to accept me equally since everyone deserves to be well treated in the workplace.

6.Alternate Solutions

The simplest solution would be If I would tell the manager what I must endure every day from my colleagues and how much I am stressed out because of this.

The manager must talk with both parties and come up with an equally good solution for everyone!

If they can't work with me then the manager's responsibility is to create a Rota where we are not in the same shift anymore.

Another solution would be if I was transferred to another branch like this, I should not leave the restaurant because I extremely love the concept of the restaurant and the opportunities they offered or the skills that I already possessed after a few months.

However, if I choose this solution, I will lose the benefit that I live extremely close to the workplace and I am very flexible as well regarding this.

7.Evaluation Of Best Alternatives

The Manager must explain that it is a workplace and personal problems should not be mixed with work.

He also needs to explain we are a team and all of us have our own tasks. That is why we get paid for doing our best for the company and not being competitive with each other since it is not a race.

However, he must be the voice of the organization and reflect on Lewin's Change Model in my assessment, he must ensure comprehensive support for the employees.

He must identify personality issues as well to handle the individuals on time.

Also, he must show empathy and not just issue instructions without understanding why individuals react to the way they act.

However, in my opinion the manager must be a good listener to understand both parties while he is identifying the problem as a good investigator.

It is hard to resolve problems if individuals act like children's and cannot work with other individuals in peace but sometimes it can happen, and the manager's responsibility is to act in order to prevent harassment on time.

8.Recommendations

I will advise it if anyone finds himself such a situation raises the problem on time to the manager and try to resolve the problem together as soon as possible.

Don't let your co-workers to treat you badly because everybody deserves equally good treatment, and everybody deserves to enjoy the time at the workplace.

Sometimes individuals just need time to get to know each other and find harmony and connection to enjoying the work together, I had an extremely bad and rare situation, but I believe in those individuals naturally good to each other at the workplace and they are supporting each other for a common goal.

PMI technique should help to see the contrast between positive and negative effects and Lewin's change model should be useful as well whenever we are looking for changes, for example or to make an impact.

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