

Assignment work

Problem solving and decision making

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INTRODUCTION

Importance of problem-solving skills

What Are Problem-Solving Skills?

Problem-solving skills help you solve issues quickly and effectively. It's one of the key skills that employers seek in job applicants, as employees with these skills tend to be self-reliant. Problem-solving skills require quickly identifying the underlying issue and implementing a solution.

Problem-solving is considered a soft skill (a personal strength) rather than a hard skill that's learned through education or training. You can improve your problem-solving skills by familiarizing yourself with common issues in your industry and learning from more experienced employees, according to Doyle (2020)

How Problem-Solving Skills Work

Problem-solving starts with identifying the issue. For example, a teacher might need to figure out how to improve student performance on a writing proficiency test. To do that, the teacher will review the writing tests looking for areas of improvement. They might see that students can construct simple sentences, but they're struggling with writing paragraphs and organizing those paragraphs into an essay.

To solve the problem, the teacher would work with students on how and when to write compound sentences, how to write paragraphs, and ways to organize an essay, according to Doyle (2020)

Background of the organisation

SoftwareWorks is a fast-growing computer program improvement company based within the United Kingdom. The company specializes in creating custom computer program arrangements for businesses over different businesses. The company was established in 2010 by a gather of program engineers who saw a require for high-quality, cost-effective program advancement administrations within the market. Since at that point, SoftwareWorks has developed quickly and has set up itself as a driving player within the computer program advancement industry. The company encompasses a team of exceedingly talented program engineers, extend supervisors, and quality affirmation pros who work together to convey cutting-edge computer program arrangements to clients. The company's mission is to assist businesses use innovation to progress their operations, increment effectiveness, and drive development. SoftwareWorks is committed to giving fabulous client benefit and conveying program arrangements that meet or surpass clients' desires.

The workplace problems

Problem: Inadequate Workplace Safety Measures

Scope:

The issue of lack of security measures in the workplace affects the entire organization, including employees, management, and the organization's reputation. It refers to the lack of

proper safety protocols, procedures and equipment in the workplace, which can lead to harm or injury to employees, property damage, and loss of productivity. Inadequate security measures can also lead to legal and financial consequences for the organization.

Brief Discussion:

Actual impact:

The real impact of inadequate workplace safety measures can be serious and long-lasting. First, it puts employee safety and health at risk, leading to increased absenteeism, lower productivity, and low morale in the workforce. Second, workplace accidents can lead to increased medical costs, insurance premiums, and legal fees for the organization. The organization may also be subject to claims, litigation, and reputational damage if security measures prove inappropriate. In addition, the organization may have to devote significant resources to security improvements and remedial actions, such as retraining employees, purchasing security equipment, and performing security audits.

Potential impact:

Insufficient working environment security measures can have genuine results for an organization, counting harm to its notoriety, administrative fines, misfortune of permit, diminished showcase share, and decreased money related execution. In this manner, it is vital for the organization to prioritize security by actualizing suitable conventions, approaches, and gear, and routinely assessing and progressing its security measures to guarantee the security of its workers, notoriety, and supportability. Disappointment to do so postures a basic hazard to the organization's victory.

ANALYSING INFORMATION

ROOT CAUSE ANALYSIS (RCA)

Root cause analysis (RCA) is defined as a collective term that describes a wide range of approaches, tools, and techniques used to uncover causes of problems. Some RCA approaches are geared more toward identifying true root causes than others, some are more general problem-solving techniques, and others simply offer support for the core activity of root cause analysis, according to Latino (2020)

Root Cause Analysis for the Complex Problem:

The issue at hand is the tall rate of representative turnover within the deals division of the organization. To recognize the conceivable causes for this issue, a root cause investigation can be performed.

Insufficient Preparing:

One of the conceivable causes for the tall rate of representative turnover within the deals division may be lacking preparing. The representatives may not be accepting appropriate

preparing, which can result in destitute work execution and eventually, disappointment with their job.

Lack of Motivation:

Another conceivable cause for the tall worker turnover rate can be a need of inspiration. The workers may not feel propelled sufficient to perform well in their occupations or to remain with the organization for an extended period.

Destitute Administration:

Poor management can too be a conceivable cause for the tall worker turnover rate. On the off chance that the administration isn't giving appropriate direction, criticism, or back to the representatives, it can lead to a need of work fulfillment and an expanded probability of clearing out the organization.

Ineffective Communication:

Ineffectual communication can be another conceivable cause for the tall representative turnover rate. In the event that the workers feel that they are not being listened, or if they are not accepting convenient and precise data almost their work execution, it can lead to dissatisfaction and eventually, disappointment with their work.

Uncompetitive Compensation:

At long last, another conceivable cause for the tall representative turnover rate could be uncompetitive compensation. If the organization isn't giving competitive compensations, rewards, or benefits, it can lead to representatives looking for way better openings somewhere else.

Possible Root Causes:

Need of Training:

The root cause of inadequate job execution and disappointment with the job may well be a need of preparing given by the organization.

Lack of Incentives:

The root cause of the need of inspiration may well be a need of incentives or acknowledgment given by the organization.

Poor Leadership:

The root cause of poor administration can be incapable or destitute authority at the administration level.

Communication Gaps:

The root cause of ineffectual communication may well be gaps in communication channels and destitute communication practices.

Uncompetitive Compensation:

The root cause of the uncompetitive emolument might be an uncompetitive remuneration structure or restricted budget assignment for worker emolument.

Discussion on the Real and Potential Affect:

The real and potential impact of the tall rate of representative turnover within the deals division can be critical to the organization. Firstly, the organization may bring about noteworthy costs in enlisting and preparing modern workers, which can affect the organization's foot line. Besides, the organization may involvement a diminish in efficiency and deals as unused representatives take time to incline up and become productive. Thirdly, a tall rate of worker turnover can lead to a negative work environment, which can affect the resolve and inspiration of the remaining employees, encourage contributing to the turnover issue.

Potential long-term impacts of the tall rate of worker turnover include a negative impact on the organization's notoriety, which can make it challenging to pull in best ability within the future. Additionally, a high representative turnover rate can lead to lower worker engagement and maintenance rates, which can eventually affect the organization's capacity to attain its commerce goals.

In general, it is basic for the organization to address the root causes of the tall worker turnover rate to moderate the potential negative impacts on the organization.

APPLYING SITUATIONAL ANALYSIS MODELS

What is SWOT Analysis?

SWOT stands for **S**trengths, **W**eaknesses, **O**pportunities, and **T**hreats. A SWOT analysis is a framework to help assess and understand the internal and external forces that may create opportunities or risks for an organization, according to Peterdy (2023)

Strength:

- The organization has a strong and experienced management team
- The organization has many employees with different skills and expertise
- The organization has a long-standing reputation in the industry
- The organization has a strong financial position with healthy cash flow

Weaknesses:

- Poor communication channels in the organization lead to misunderstandings and miscommunication
- Organizational decision-making is slow, which can lead to missed opportunities
- The organization does not have a clear and defined strategy for problem solving

Opportunities:

- Organizations can invest in training and communication tools to improve internal communication channels
- Organizations can streamline their decision-making processes by implementing new technologies or adopting agile methodologies.
- The organization can leverage its diverse workforce to identify and implement innovative solutions to problems.

Threats:

- The problem can lead to lower employee morale and job satisfaction, which can lead to higher turnover rates.
- The issue can negatively impact the organization's reputation and lead to reduced customer satisfaction
- The problem can lead to financial loss for the organization due to reduced productivity and increased operating costs

Based on this analysis, potential solutions to the problem can be:

- Invest in training and communication tools to improve internal communication channels

RANGE OF ALTERNATIVE SOLUTIONS

1. Implement new technologies or adopt agile methods to streamline decision making
2. Form cross-functional teams to identify and implement innovative solutions to problems
3. Conduct regular employee engagement surveys to monitor and address any concerns related to this.

EVALUATION OF ALTERNATIVE SOLUTIONS

To evaluate the solutions, we analyzed the pros and cons of each for the identified root causes. Based on this analysis, we recommend implementing solution 3, which involves forming a cross-functional team to develop a new training program and standard operating procedures. This solution addresses the root cause of inadequate training and lack of standardization and has the potential to improve employee satisfaction and reduce errors in the long run. However, this can take a lot of time and resources to develop and deploy new programs, and can disrupt existing workflows at first.

IMPLEMENTING THE SOLUTION

What is the ADKAR Model?

Malhotra (2022) highlighted, the ADKAR Model of Change Management is an outcome-oriented change management method that aims to limit resistance to organizational change.

What Does ADKAR Stand For?

- Awareness
- Desire
- Knowledge
- Ability
- Reinforcement
-

Awareness:

Make employees aware of the change and its importance. Communicate to them the rationale and benefits of the solution.

Desire:

Develop a desire for change by involving employees in the planning process. Listen to their concerns and ideas and make the necessary adjustments to the plan accordingly.

Knowledge:

Provide training and resources for employees to develop the knowledge and skills needed for the new process or system. Ensure employees have access to the tools and information needed to implement the solution.

Ability:

Provide support and help to employees during the implementation phase. Encourage and reward those who accept change and provide feedback to those who need improvement.

Reinforcement:

Monitor implementation progress and provide regular feedback to employees. Celebrate successes and provide reinforcements to support change.

By following the ADKAR model, the deployment process can be smooth and efficient, ensuring the solution is fully adopted and integrated into the organization's processes.

Communication plan with stakeholders

Stakeholders:

1. Employees
2. Customers
3. Shareholders
4. Suppliers
5. Government regulators
6. Local community

Influence/Power and Interest matrix:

High Power/High Interest	Customers, Employees, Shareholders
High Power/Low Interest	Suppliers
Low Power/High Interest	Local community, Government regulators
Low Power/Low Interest	N/A

The matrix ranks stakeholders according to their level of power and interest in the organization. High-power and high-interest stakeholders, such as customers, employees, and shareholders, are the people the organization should prioritize in its decision-making process. On the other hand, low-power and low-interest stakeholders, such as NGOs, are of less concern to the organization.

Stakeholder engagement plan

Stakeholder	Power	Interest	Engagement Strategy
Senior Management	High	High	Regular status updates and progress reports; involve in decision making
Employees	Medium	High	Communicate changes in procedures and training; gather feedback through regular surveys
Customers	High	High	Regular communication through newsletters and social media; gather feedback through surveys and focus groups
Suppliers	Medium	Medium	Regular communication on changes in requirements and expectations; address concerns through meetings and calls
Regulatory bodies	High	Medium	Compliance with regulations and standards; communication of

			updates and changes
Local community	Low	High	Regular community outreach events and activities; address concerns through meetings and town halls
Shareholders	High	High	Regular financial and business updates; involve in decision making through AGMs and shareholder meetings

MONITORING AND REVIEW TECHNIQUES

Assessing Awareness: Regular communication and training sessions can be conducted to ensure that employees are aware of the change and its importance.

Measuring Desire: Surveys and feedback mechanisms can be used to measure employee motivation and willingness to adopt the change.

Tracking Knowledge: Testing and assessments can be conducted to ensure that employees have the necessary knowledge and skills to implement the change.

Reinforcing Ability: Ongoing coaching and support can be provided to employees to help them overcome any barriers or challenges they may face.

Monitoring Reinforcement: Regular check-ins and feedback sessions can be conducted to ensure that employees are consistently reinforcing the new behavior.

CONCLUSION

In conclusion, the complex problem faced by the organization was identified as a lack of collaboration between departments, resulting in delays and errors in project completion. Through root cause analysis, it was determined that the issue stemmed from a lack of communication and unclear responsibilities.

After evaluating several solutions, it was decided that implementing a project management software, providing training to staff, and establishing clear communication channels would be the most effective solution to address the root causes of the problem.

Stakeholders were identified and an engagement plan was created, prioritizing those with high power and high interest. Monitoring and review techniques, such as ADKAR, were established to ensure the successful implementation of the solution.

Overall, by addressing the complex problem and implementing effective solutions, the organization will benefit from increased collaboration, improved project completion times, and greater overall efficiency.

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