

Problem solving assignment - Term 3

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Introduction – In this report I will be explaining issues that occur at a workplace moreover I will be adding helpful problem-solving tools on how to address a complex situation to prevent stress and depression. I will not only describe my situation at work but also, I will describe and give examples on how other people deal with their complex situations at work. I truly believe that problem solving tools is very important whether its regarding work or personal life problems it helps us be better people with a positive mindset moreover it helps us realise that changes need to be made within ourselves so that life is less complicated than it already is.

The previous complex issue I personally dealt with at my workplace was bad lack of communication with a supervisor moreover gossip about me that wasn't related to work purposes. I had thought this supervisor had respect for me because when we used to communicate, she would speak nicely towards me however she spoke badly of me behind my back it was a diabolical situation for me, and I wasn't aware of what bad things was said about me until she left and another colleague of mine confronted me the details.

To identify why this happened I found out that another colleague of mine which was also a friend outside of work talked badly of me however this supervisor did not know me personally outside of work to speak bad of me and judge me. I had to confront that I knew what she said over the phone and I did it in anger due to being upset I received an apology but still I didn't feel good about it because I could have talked in a calmer way to resolve this issue.

I was already unhappy due to my personal life and work is one place people go to so that they can distract themselves from their stressful

life however for most people and for myself it has become a place where I wasn't happy. Statistics shows that 4.3 million employees in the UK are unhappy with work stress moreover over 15,000,000 people has reported with mental health problems and it had worsened due to work. I have done some research and found out that Robert half will be announcing a new partnership with mind, the leading mental health charity to promote awareness and help solve people's problems and help them to get back into work where they will be happy. It is a fact that on 23rd of May 2019 the Uk force is becoming increasingly held back by mental health problems such as stress,depression,anxiety. The Uk has the highest rate on unhappiness in the workplace among the countries surveyed, including Canada, Australia , Germany and 4% higher than the US. ¹

Furthermore for this report I have done some research regarding mental health problems people are having due to their workplace and how it can be dealt with or preveneted. I believe it is important to have a good mindset at work because everyone is going through enough in their personal life to be dealing with more trauma at work.

Title of report: Report calls for better mental health support in a workplace

(Thursday 26th october 2017)

The NHS sadly stated that 300,000 people with long-term mental health problems have to leave their jobs each year, a report says, "wites BBc news. This was just one of the UK outlets that published the findings of a report looking at the extent of mental ill health in the workplace, and the related economic and social cost.

This NHS report looked in deeply of the problem of poor mental health in the workplace and its associated cost. They have also examined case studies of good practice and makes recommendations

¹ roberthalf.co.uk (23rd may 2019) title 4.3 unhappy employes

for employers in both the public and private sector , and for the government to improve the situation.

The 88-page report looked at the extent of the problem of poor mental health in the workplace and its associated costs. It examined case studies of good practice and makes recommendations for employers in both the public and private sector, and for the government, to improve the situation.

Key findings include:

- Around 15% of people in work have symptoms of a mental health condition.
- Around 6% of people with a long-term mental health condition lose their job each quarter – amounting to 300,000 people each year – compared with 4% of those with a physical health condition.

The writer has said that everyone – not just people with long term mental health conditions – has mental health status, which can move between “thriving at work “to struggling at work”.

Some of those struggling will be off sick on the system. However, the report stresses that people with mental health conditions can still thrive at work if given the right amount of support.

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The key effects of mental ill health include:

- people being off work sick (absenteeism)
- people being at work but unable to work effectively (so-called "presenteeism")
- increased workload for the rest of the workforce
- increased turnover of the workforce
- lack of career progression for people with mental health conditions

The costs to employers are estimated at:

- £8 billion for absenteeism
- £17-26 billion for lost productivity from presenteeism
- £8 billion for staff turnover

Costs varied widely between different private sector industries and were higher for the public sector.

Reference: <https://www.nhs.uk/news/mental-health/report-calls-better-mental-health-support-workplace/> (Thursday 26th May 2017)

Moving on with the report I would like to propose a few ways that can solve problems at work for a better mental health such as building a relationship with colleagues allowing them to listen to your work-related issue because I believe that communication is key, being able to create a bond with your colleagues makes you feel more confident and secure at work especially when that bond is successful with the manager.

If an issue at work occurs with a supervisor where discrimination has taken place for example asking for a prayer break, but it gets rejected however the supervisor is allowing other colleagues to have a fag break is very unfair and it is a social problem and an illegal issue where your religion is not being respected. The first step would be to confront the supervisor how its disrespectful for not allowing to the colleague to pray moreover questions should be asked on why others can have extra breaks to smoke but there's no time for prayer

for the other colleague this is a matter that actions should be taken by the manager a meeting should take place for a serious discussion. Praying in most religion's is a way people feel peace especially when they are mentally not okay in their life's.

If we investigate pestle analysis, it's a great tool to help people at their workplace understand what's right what's wrong its great way to solve problems so we are happier. PESTLE analysis allows a strategic and systematic feedback of a business prospects risk and opportunities in a new environment.



Unhappy employees have a huge effect on the business according to research by team nearly half of employee's report being unhappy or only somewhat happy at work. Another survey by employee channel supports this: only 16% of employees said they felt “connected and engaged “by their employers.

People at work who are less productive and unhappy due to lack of bad communication. While it's great to establish rules and expectation for your employees it's just as critical to be open to their

ideas and concerns. If employees don't feel like they have a voice they will not be engaged, and their performance will likely fall short of expectation.

New research shows that 65 percent of working UK professionals would consider leaving their job as a result of poor treatment by their employer during the 2020 Covid –19 pandemic.

A survey took place assessing staff attitudes towards their employer, including those who were furloughed, as well as those who continued to work for the same company through crisis.

The number one reason for employee dissatisfaction was lack of poor communication. It is a fact that 17% of those working during the pandemic have told TopCV that their company failed to communicate quickly, often and or effectively about huge issues such as working hours, layoffs and pay during the crisis. Similarly, 55 percent of employees who were furloughed felt neglected by their employer who have failed to communicate or keep them informed of next steps.

Furthermore, 21 percent of professionals admitted they were unhappy even before the crisis, but that their employer's behaviour towards them during this period was the final straw and would prompt them to look for another job role elsewhere.

Despite job availability in the UK plunging to a record low, only one in four working UK professionals view their company's behaviour in a positive way and want to remain employed post-pandemic. Interestingly, among furloughed employees, a higher proportion (45%) said they felt their employer managed the situation well and they would not consider leaving.

Reference: <https://www.thehrdirector.com/business-news/covid19/65-per-cent-of-uk-employees-feel-mistreated-by-their-employer-during-the-covid-19-crisis/>

However, findings do suggest that the pandemic has set off greater workplace flexibility.

A basic 6 per cent of employees working luckily said they were unhappy with the flexibility their company offered to help them care for their families.

Not only the pandemic has taken over our social life but had made work life more stressful and depressing. Companies had to get rid of employees due to this pandemic. Peoples mental health was going worser and worser. However, economically the world was becoming better the air was cleaner, water was cleaner there was less pollution, so some good things was happening just by us staying indoors, washing our hands, wearing mask helped saves life's.

I believe that there is always a solution to our problems somehow, we come through stronger in the end. People are not in the same bad situation they were few months or a year ago. It takes time to heal and realise there is a way out of our problems whether it happens at work or at home. Campaigns and websites have been made to help people who are having anxiety issues and mental breakdowns.

A guideline has been created for 2020 pandemic on how to deal with unhappy employees during this difficult time.

The mass of health/shielding risks, safety at work and childcare arguments mean that it is a very difficult time to manage employees,

especially if they are working remotely or returning from a period of furlough leave. It can be very difficult to distinguish between the genuine anxieties of one employee and the swinging with the lead of another. As the employer they need to work to communicate with employees carefully and approach situation with patience for the employee to be updated and happy with the employer's outlook and plans for a safe return.

1- Communication is key at work because if a employer has a regular catch up with their employee it will benefit the employee to be happier and confident. The employees will feel like they are being listened to and actions are being taken moreover positive steps are happening to tackle their issue. Creating a strong bond will allow the employees to stop future problems taking place. It will take a lot of pressure off an employee at work when they are aware, they have a good leader.

2- stay professional

It is very important to remain positive, calm and professional when you are approaching the employee to discuss their issues. This will help to contain the matter and prevent the situation from escalating or becoming a grievance about you. Being supportive and being able to sympathise with the employee will make them look forward and be in a better position than they were before.

3- Engage in dialogue and be positive in your communications

It is key to be able to engage in meaningful discussions with employees when they are being open and discussing their concerns. Always remain positive and upbeat and be able to focus on the things that an employee should be happy about (this may include recent work, a team project or even their resilience in adapting to work in new ways during the pandemic). Try to justify and breakdown

what is making them unhappy also motivating the employee with positive words can help with a lot of their problems.

4- plan

Once you have discussed the issue, you can both work on a plan and you are in a better position to state your reasonable expectations once they have had every opportunity to raise their concerns. When it comes to a plan the best thing to do is one to one meeting to discuss progress, create action plans and to review them on a monthly basis. Employer should also investigate training or development that an employee feels that they need in order to carry out their task.

5 – keep records

It is prime to ensure that records are kept of all conversations and discussions to ensure that progress can be tracked and to make Sure, that there is a timeline of events as they occurred. This will help establish your expectations as reasonable for both parties.

6 – follow up and check in on employees

Finally , after a plan has been made of action for the employee , a review should be set up to date to go over the progress and discuss how an employee is feeling. It is important to keep the dialogue open so that an employee are being continued to be supported and valued at their workplace. Problems will be solved if the employer and other colleagues always motivate each other in the current unpredicted times. It is important to check up on people's well being.

Reference : 25th June 2020

<https://uk.markel.com/insurance/news/covid-19-guidance-how-to-manage-unhappy-employees>

