

PROBLEM SOLVING AND DECISION MAKING

BMSW4004

Task 2

Jaime Martin de la Leona Hidalgo

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Alfred Mensah

Table of Contents

PROBLEM SOLVING AND DECISION MAKING	1
INTRODUCTION	2
BULLYING OR HARASSMENT AT THE WORKPLACE	3
SOLUTIONS.....	6
DECISION-MAKING TECHNIQUE.....	6
IMPLEMENTATION PLAN	8
COMMUNICATE THE PLAN TO STAKEHOLDERS	9
MONITORING AND REVIEW	10
CONCLUSION.....	11
REFERENCES.....	12

INTRODUCTION

Problem-solving is something that we can use in our daily basis not only at work, from low levels of a workplace to higher ones like a manager position, same as in our personal life. It is very important to develop these skills in every single person that work for us, in case we delegate, they must be able to do by themselves, recognise a problem is one of the most difficult states of our professional lives, recognised them and solve them is a must for every single person if they want to be successful. (Indeed Editorial Team, 2021)

The purpose of this assignment will be to see a problem that may occur in our workplace, a situation that needs to be solved. We will identify the problem, we will find the different causes of the problem, we will manage to find a solution to resolve the problem, find an alternative and an implementation plan for this alternative or just for the best alternative between few options. We will monitor the plan, and we will verify if the problem has been resolved or not.

BULLYING OR HARASSMENT AT THE WORKPLACE

It was found that bullying or harassment at work in UK is one of the most common problems, and one of the most unsolved issues for all the people that suffered this. They became helpless, afraid and on the edge. But what means bullying or harassment or how can we identify these kinds of behaviours? (Mary Lamia, Guardian Careers, 2017)

The research suggests that the most common bullying or harassments behaviour at work are:

- Undesirable physical contact.
- Unwelcome comments approximately a person's age, dress, appearance, race, or conjugal status, jokes at individual cost, hostile dialect, chatter, criticize, partisan melodies and letters.
- Posters, spray painting, indecent motions, banners, bunting and emblems. Isolation or non-cooperation and prohibition from social activities.
- Coercion for sexual favours.
- Pressure to take part in political/religious groups.
- Personal interruption from bothering, spying, and stalking.
- Failure to protect secret information shouting and bawling.
- Setting incomprehensible deadlines.
- Persistent outlandish criticism.
- Personal insuperable.

(Rachel Suff, CIPD, 2021)

The impact and scope of this matter is huge, the University of Portsmouth conducted a survey in 2011 where more than six thousand UNISON (The public service union) members were asked about their experience at their workplace regarding to this important issue, bullying and harassment. Six of every ten workers said that have been bullied, the impact on their body, mind and in general, in their health conditions it was very big. Here is a table where you can find some of the results:

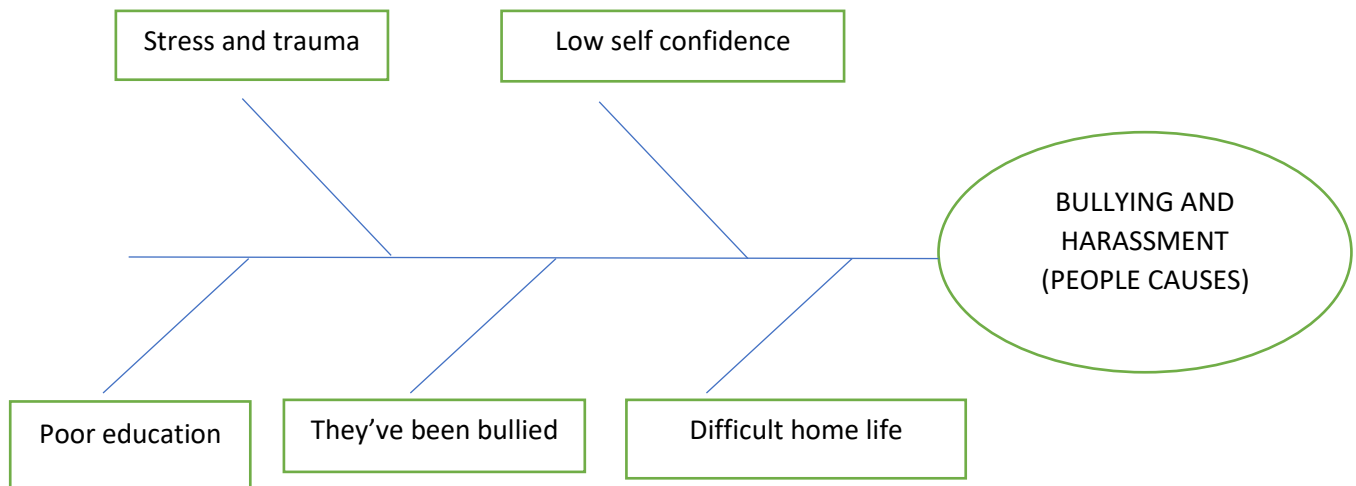
Grounds of harassment	Number of people harassed	Percentage
Age	302 Mostly older and younger – see below	4.2% of sample
Disability	114	1.6% of sample, 15% of disabled
Gender	42 men 126 women 168 overall	2.1% men, 2.5% women, 2.3% overall
Race	84 people	See breakdown below
Religion	34 people	1.2%
Sexuality gay lesbian, bisexual, heterosexual	31 of 143, 17 of 103, 8 of 101, 19 of 6,207	22%, 16%, 8%, 0.3%

Those are not the only results of this survey, there is also a table with the percentage of the people that has been bullied because their ethnicity. Here are the results:

	Number bullied in last six months	% of group
Bangladeshi	8 of 13	61%
Chinese	5 of 10	50%
Indian	31 of 58	53%
Pakistani	17 of 32	53%
Asian UK	21 of 32	66%
Asian other	16 of 30	53%
Black African	19 of 30	56%
Black Caribbean	42 of 81	52%
Black UK	36 of 71	51%
Black other	14 of 21	67%
White UK	2,004 of 6,134	33%
Irish	65 of 149	42%
White other	188 of 466	39%

As we can see in this last table the percentage of the discrimination by ethnicity is very high, we will identify by doing a fishbone diagram what can be the causes of many people to become a bully. The fishbone diagram is not very extended, cause this kind of behaviour does only occur from people to people, in the solutions we will be

able to see different approaches to the problem, but right now, it will be just few and the most important causes of the problem:



(Nadra Nittle, Very Well Mind, 2021)

SOLUTIONS

It seems that the people that needs help, usually does not ask for help at the right time, and afterwards became more difficult to find the right solutions. That's why is important to follow the right directions from our government recommendations and guidance, here are the steps to follow in case we suffer by bullying or harassment at our workplace.

Ask for help to:

- Manager
- Human Resources
- Trade Union Representative

In case this is not helpful, situation that can happen commonly, because the people with responsibilities are involved in this bullying or harassment, the government recommend taking legal actions at an employment tribunal, or call ACAS (Advisory, Conciliation and Arbitration Services).

DECISION-MAKING TECHNIQUE

As our research shows, we will follow just a simple decision-making process, it is a very serious matter to waste time, or to take actions slowly, it must be stopped as soon as possible.

We will number our procedure in the way to find a solution, the most accurate one, and the most ideal one for the victim.

1. Listening

The victim has to feel that the company listen to them, a genuine and believable chat must occur immediately, the victim has to explain when and how this bullying or harassment happened, it is time to focus on details to make sure the gravity of the situation.

2. Analytical Thinking

Analytical thinking aids in the investigation and comprehension of a problem and its causes. The ability to establish a cause-and-effect relationship is also necessary for foreseeing the long-term consequences of a course of action. Those with strong analytical skills can assess the efficacy of various solutions and select the most effective one.

3. Creativity

To solve a problem, you must strike a balance between logic and creativity. You'll have to use your imagination to figure out what's causing the problem. It also requires creativity to develop innovative solutions. Creative people bring fresh ideas to the table and steer the company in a new direction.

4. Communication

You should be able to communicate effectively whether you are looking for solutions to a problem or want others to follow a specific path. It's possible that you'll need to communicate with others in person, over the phone, via text, or via email. You may also be required to communicate with a variety of individuals, including team members, and managers. Being a good problem solver and decision maker requires effective communication across a variety of channels.

5. Teamwork

Problem-solving necessitates collaboration. You elicit people's perspectives on the problem, include them in the development of effective solutions, solicit their feedback on the chosen solution, and rely on team members to carry out the process. For effective problem-solving, all members of the team must be involved and motivated.

All those statements mentioned before must be dealt with a positive psychology, increases in good feelings have a greater impact on employee health and happiness and a variety of other people and performance-related outcomes than a comparable reduction in employee fear and anxiety, according to positive thinking.

IMPLEMENTATION PLAN

Because it directs the execution and monitoring phases of any project, a project management plan is essential to its success. Similarly, an implementation plan lays out the steps necessary to carry out a strategy, tactic, or change within a company or project. Without a plan, your company may find itself implementing major changes with nothing more than an online guidebook and a stressed-out developer trying to make everything work.

An implementation plan is a project method that helps a company or project execute its strategic vision by decomposing the application process into smaller stages and defining the timetable, groups, and materials required.

On an organisational level, strategic planning determines the direction of the company's strategy and allocates materials to maximize that tactic a reality. As a result, the action plan traces the edges of that, laying out how to best implement a strategic vision from the start, as well as how to manage the operations as it is implemented.

The plan must be shown in a table, where we can have an accurate approach to the problem, the action that we will be taken, organised by priority, status, the responsible at the time to take those actions, also a start date and end date followed by notes of every single stage.

COMMUNICATE THE PLAN TO STAKEHOLDERS

Stakeholders are deeply influenced by a company's actions and decisions, and they can have a massive effect on the company's competitiveness. As a result, knowing who a company's stakeholders are, how they affect and are affected by the company, and how to communicate effectively with them is critical to the company's overall success. We'll go over what a stakeholder is, how to identify multiple kinds of key stakeholders, and how to improve communication with them.

A stakeholder is an individual, group, or organisation with a vested interest in a company's or team's achievement. Stakeholders can be internal or external to the organisation, and their levels of support and priorities may diverge. A stakeholder can be affected by and influence the completion of a business or company.

As we mentioned before, cases as bullying or harassment at a workplace is a very delicate matter, the less the best, internal stakeholders, same as external stakeholders; just few people have to take actions to solve this issue, many stakeholders can be involved in the situation and their knowledge of the situation can affect at the time to find the best solution, find the right person to find a solution is a must in this situation.

MONITORING AND REVIEW

Integration planning and implementation must include ongoing monitoring. Three aspects of adjustment formulation and management should be kept an eye on.

- Monitoring the progress of works carried out during the advancement of an adaptation plan
- Monitoring pre-determined risk thresholds/trigger levels to determine when adaptation changes need to be made
- Defining the efficacy of objectives and strategic and adaptation action outcomes.

Identifying the predictors which need to be supervised is crucial to monitoring. It really should be completed early in the process of developing a detailed adjustment plan to ensure that:

The indicators chosen are adequate for the activities being carried out, and the actions' triggers are relevant and related to another future action in the transformation sequence or progression.

Practical steps and/or objectives must be connected to indicators. It is critical that they are considered when preparing adaptation plans and that they are included among part of the scheme.

CONCLUSION

The report argues how important it is to implement a fast solution in the case of bullying and harassment. The indicators of the survey run by the University of Portsmouth and its percentages, show the gravity of the situation, it is something cultural and something that must be taken from the childhood of everybody, something educational. Taking fast actions is crucial for the mental health of whom suffer from this issue.

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