

## **SKILLS FOR THE WORKPLACE PROBLEM SOLVING**

**Problem solving**

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**Introduction**

The following assignment is a study of problems that are generally faced by any organization regarding the change in human behavior and the problem that may be faced by an organization due to the difference in employee behavior. Communication skills are addressed here as the savior to any issues that crop up. How problem of employees affect the team work and the ways it can be handled also has been explained. Lastly, there is a brief explanation about how the information technology has left an impact on any organization.

**AC1.1- Define a problem, the stages of a problem, how problem can affect psychologically on human health. Give examples of simple and complex problems in your selected organization.**

Problem can be defined as a situation that is unwanted or not welcomed by people, and in some cases it also does harm or can carry long term negative effects (Schoenfeld, 2016).

Problems may have deep impressions on human psychology (Mayo, 2014). It mostly affects the children and somewhere down the line, there is a long lasting impression of the serious problems in their adulthood.

Any organisation has two types of problems, simple and complex (Driscoll et al., 2014). The simple problems in an organisation are the issues that can be solved in a given time phase. Also these problems can be solved from the core and there are long term effects left. The complex problems of any organisation are difficult to handle and the complex problems at any organisation leaves long term effects. Though there are no such exact definitions of simple or complex problems, but an extended research shows that there are no such exact definitions of simple or complex problems. It is the approach and the effects that make a problem simple or complex.

To explain the details of simple and complex problems, a private organisation has been taken as an example. Here the selected organisation is Tesco. The issues which are handled without creating much fuss can be termed as the simple problems (Sternberg and Frensch, 2014). In Tesco, as the departments are varied, there are times, when conflict occurs between managers and leaders. Issues crop up when the labours face problems in executing the task.

Complex problem is when a issue creates an overall impression about an organisation. For example, some time back in 2017, Tesco announced to terminate its 1200 employees who were in their former jobs at head office. This announcement was made by Tesco soon after it announced to sack the jobs of 1100 employees at the call centre of Tesco. Tesco was hugely criticised after this incident

**AC1.2 What is critical thinking, analyse the steps of critical thinking. How critical thinking and innovation can assist you at workplace for tackling the identified problems.**

Critical thinking is a strategy by which a thought is critically analysed. Each thought has a literal and a lateral side. Deeply analysing thought, making out the pros and cons of the action taken and figuring out the possible outcomes of any thought with the help of skills, concentration and patience interlinked with one another may be termed as a critical thinking. Critical thinking can be broadly divided into six steps. They are as follows

1. Knowledge- Thinking critically on any subject that may be a dissertation, thesis, issue etc requires a deep rooted knowledge on that particular subject. Detailed knowledge is needed to analyse the effects and outcomes of any particular topic.
2. Comprehension- Comprehension is the second part of critically thinking. Comprehension means understanding the topic. A thorough reading would help to understand the needs and wants of the topic. It also lights up the reader with knowledge. The reader then is required to relate the comprehension part with the knowledge that is already present in the readers mind.
3. Application- The knowledge that is gathered through the researching and comprehension part, is then put into action to any real life situation to see if the knowledge acquired really works. This action of putting the knowledge to solve out problems and issues is termed as application of knowledge.
4. Synthesis- Synthesis is the combination of the knowledge, the application and the comprehension. The combined result can be put together to create an original product. The creation of an original product is termed as synthesis.
5. Evaluation- Evaluation can be termed as the final testing of the product or subject before its final submission or launching. Once all the criterion are judged well and the product or subject is well scanned its the time of evaluation. Evaluation is further divided into different steps of judging a product.

Critically analysing any situation and problems can help to loosen up the situation and make the employees able to cope up with the problems. The steps, by which a problem can be critically analysed over, can also be solved. The first step is to observe the behaviour of the trouble. Knowing a trouble and its type is very important. One cannot solve a trouble without judging it. After the type of the problem is sorted, an interpretation is needed to the concerned authorities. The concerned authorities can figure out the causes of the problem better and can also forecast the effects the problem might cause. After the effects and the cause of the problem is sorted, the problem is analysed carefully. A critical investigation is made that further points on the minute details of the causes and effects of the problems (Jackson, 2015). When the analysing part is over with any problem, the concerned authorities infer paths through which a problem can be solved. These paths are not the final way to resolve the problems but are only the proposed methods. These methods are again thought over before implementing it to the concerned authorities. The proposals are evaluated, critically analysed to see if that would cause any side effects or long term effects to the company. After the final proposals are made, the proposals are explained to the authorities designated to solve the problems.

Critically thinking to any problem can result in opening up many facets of the problems. There are a variety of ways through which a single problem can be approached.

**AC 2.1 Identify the key influencing factors to the organisation like political, economic, social and technological (PESTLE) with brief explanation to each component.**

There are a wide number of factors that throws impact on any organisation and Tesco is no exception. A PESTLE analysis would help to show up the detailed political, economic, social, technological, legal and environmental factors that are responsible for building the positive and negative influence over Tesco.

**Political Factors-** Tesco being a retail multi structural company, it faces a lot of political issues to deal with. The economic stability of the country that it operates within is closely linked with the performance of Tesco. Apart from that, the legal factors and issues related with law and order, taxes, revenues creates problems. During the economic instability of the country, Tesco provides job opportunities to the citizens.

**Economic Factors-** At Tesco, though there is a lot of leverage yet the managers keeps a keen eye on the change in the government tax rules. The changes in the taxes can lead to change the prices of raw materials and selling price of the final products (Sierzchula *et al.*, 2014). As such awareness is very important. Though Tesco operates globally, yet it must be kept in mind that it shares almost 30% market in the UK alone.

**Social Factors-** Social change plays an important role in effecting the Tesco production and sales. In the last few years, Tesco has noticed more demand of the customers towards the non food items due to which, Tesco now offers more sales and promotion on the other departments like merchandise, electronics etc. Apart from fashion and trend, customers due to social media are also getting constantly aware about the different hygiene factors of foods and clinging over the organic products(Berkman *et al.*, 2014). Tesco is as such promoting organic farming and stocking up with maximum organic products at food and beverage counter. There is also a recent demand of organic cosmetics. Tesco keeps up with the change in the social structure.

**Technological factors-** With the introduction of online shopping, the customer rush has considerably decreased. The online shopping has also made it easy to reduce labour cost. Another major advancement that took place with the technological advancement is the introduction of self service check out points at Tesco stores. Customers are able to check out themselves after getting their products scanned and bill is paid through swiping of cards. As such there is no long queue and also it has reduced the labour cost as the scanning and the bill payment part is done itself by the customers.

**Environmental Factors-** Tesco is committed to the environment and it does its best to reduce environmental waste. Tesco has proposed to reduce carbon footprint waste by 50% by 2020. Tesco trains its employees to sort all the waste products of the production department.

**Legislative Factors-** Legislative factors and government legislations also has a direct impact on the Tesco productions. For instance, once the Food Retailing Commission passed a few code of conduct that the

companies has to follow. The commission addressed that the changing of the prices of products cannot be effective without consent of the suppliers. Tesco as such faces difficulty to alter the prices of the products. For this reason, Tesco provides its customers with Tesco fuel in accordance with the money value of the products they purchase from the departmental store.

**AC2.2 Write a letter to your line manager about the impacts of political, economic, social, technological factors of your organisation.**

To

The Line Manager

14<sup>th</sup> December'2017

Tesco

Dumfries, UK

This is to throw some light about the recent changes within the political, economic, social and technological factors and its impact on Tesco.

The political factors make a crucial impact on the Tesco as a whole. UK is a politically stable place. Its political stability has made thousands of migrants to stay permanently at UK. More the people, more are their needs and demands. The political stability has helped Tesco to prosper more.

The economic factors of UK considerably have high per capita GDP and favours investments. The economic factors are least fluctuating. Due to this stability, the Tesco is at favourable condition. Problem occurs when the US dollar goes high as it makes an impact on the other countries that Tesco operates with.

The social and cultural factors of different places are different. To attract customers it is necessary to keep with the neighbouring society and cultures. As such the main difference occurs in the merchandise that Tesco sells. Different countries have different merchandise needs.

Technological advantages are kept same all over all the branches of Tesco as it creates minimum difference. Any technological update is informed and coordinated with all the other branches of Tesco business operation. With the advancement in technology, Tesco has prospered more. The labour cost has considerably decreased with the increase of Tesco's personal revenue.

This is an informational letter that shows the effects Tesco faces with the change in the social, political, economic and technological sectors.

**AC 3.1 What is employee behaviour and describes the two main types of employee behaviour. Explain briefly the key influencing techniques of the management of managing the behaviour of employees.**

Employee behaviour may be defined as the way an employee reacts or acts to any given condition (Alfes et al., 2013). It is the method through which, an employee responds the critical circumstances. There are mainly eight main type of employee behaviour. The eight main types are the Commander, the Drifter, the Attacker, the Pleaser, the Performer, the Avoider, the Analytical and the Achiever.

The two types of the employment behaviour taken here is the Attacker and the Performer. The Attackers are basically the employees who have a strong superiority complex. They have too lees coordination and cooperation power and are affected with strong ego trip. These employees work best when are provided with single tasks. Teamwork is not the type of these employees. The Attackers also perform their best when are applauded for their performances.

The Performer are the kind of employees that have a good sense of humour and keep the situation lightened by their behaviour and approach. The performers are good at creating impression. They kind of creates an impression as if they accomplished a lot of work. The Performers have a habit of snatching the credit of other's work. They have no shame in taking up the entire credit of someone else's work. Although they are good at communication skills and are good at creating and building up relationships. They are good public speakers as well. These work on the positive sides for the Performers.

The approaches and the techniques that the managers can apply to curb the differences of the employee behaviours are as follows-

**Inspiration-** The managers must inspire the employees to carry out works in peace and harmony. Problem are ought to arise in any organisation, but that must be dealt tactfully.

**Accessing Problems-** Managers must focus on the factors that create continuous problems then uproot it. Temporary fixing of the problems may lead to creation of more dangerous effects in the near future.

**Collective approach-** The managers must build up a collective approach toward the problem, than allotting the problem solving task to any particular employee.

**Train and develop-** The managers must train the employees how to deal with the problems so that in the future the employees are enough capable to deal with the situation alone.

**AC 4.1 How technology has supported the business in general, present the key advantages and disadvantages of using information technology in your selected organisation.**

Technology has a lot of impact on any business organisation (Schwalbe, 2015). With the advancement of technology, the business organisation prospered a lot in the field of production, marketing and sales and promotion. The production department now uses advanced technologies that increased the production rates. The marketing and sales department apart from bill boards and hoardings, advertises online on different popular sites. The online marketing has hugely increased the margin of profit and annual sales (Bilbao-Osario).

The advantages and the disadvantages of the use of information technology on Tesco are as follows-

**Advantages**

1. Increase in productivity- Due to the information technology, tasks now is automated. Manpower has decreased and the speed of performing the tasks has considerably increased.
2. Improved communication- Meetings for any important discussion does no more require all the employees to be present in a particular place. It can also be done with the help of video conferencing, electronic mail and on call meetings to mention a few. Any urgent or emergency situations can the informed to all the employees in a single call.
3. Data and storage- There is no requirement to store hard copy of documents. The invention of hard disk drives has made the storage of data and files easier. The records are also thus well maintained. Apart from maintenances, the transfer of important data is also now easy. The confidential files of any organisation can be safely stored and removed. There is no problem of mishandling. All the data and record are safe with security pin.

The disadvantages are limited though. Perhaps the only disadvantage is the initial start-up cost. The modern machines are expensive and for any start-up company it becomes difficult to cope up with the initial cost.

**Conclusion**

The major problems faced by company when behaviour problem of employees put hindrance to work. It is generally addressed by the managers using the technique of critical thinking. The steps of critical thinking may be helpful to solve the problems has been pointed in details. There is also step by step information about how the problem can be tackled. Moulding up, the impact of the invent of the informational technology into any organisation has been stressed.

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