

Problem solving and decision making

BMSW4004

Introduction

In this assignment I will be writing 2000 words about problems at my workplace and how to solve them, also I will be using a swot analysis.

Starbucks

Starbucks is the leading store and roaster for logo uniqueness espresso inside the world, and proud to work for Starbucks. It has over 7,500 stores located globally. As Starbucks keeps expanding, but the current problem that their facing right now is the shortness of supplies and stress, with the shortness of supplies it doesn't always happen but when it does it really affects the customers for an example one day i was working we didn't have one the customers favourite drinks and most of the customers that came in that day all wanted the drink but unfortunately we didn't have it so it affected the amount of money we make in a day. Not having what our customers want can affect our reputation and make our competitors more successful. To be able to deal with this situation we first need to identify the issues and be clear about what the problem is also understand everyone's interests and their opinions then document the agreement and agree on monitoring and evaluation and finally put it into action.

The next problem is the stress Stress is the state of tension experienced by individuals facing too many demands, constraints or opportunities. Work is sometimes stressful and can easily disrupt a person's work-life balance. Work related stress comes from numerous factors such as too many task demands, role conflicts, job boredom, ethical dilemmas, or interpersonal problems. Poor career development and physical environment are also causes of workplace stress. But technology is now one of the biggest factors of stress. Information technology growth and globalization may enhance workplace productivity, but it also increases stress on workers. Technology is supposed to make employees feel more productive at work, less burdened. But technology is moving too fast for some people, contributing to more stress. Technology increases stress because of the demand of learning new skills, possibility of lost information due to computer crashes or demands of email and voicemail. Adjusting to new technologies like the web, networks, and personal communications have saturated today's workplace and

placed more burdens and demands on workers- this definitely causes increased stress. There are now too many expectations, too many changes in work practice. Because of all the opportunity and technology available, instead of assigning a project over a few days, a manager will want a task completed by lunchtime. Stress and overload will emerge from these types of task demands. Too many expectations and demands cause burnout. With technology innovation comes fear of being next on the list to be laid off. Inadequate training and career development in technology is the cause of job insecurity. With the pressures of mastering the IT revolution, there are increased productivity demands. Employees will need extra training to enhance employability and this causes stress also. Human behaviour is regarded as one of the most difficult things to comprehend: different places necessitate different types of behaviour; a person should behave one way with one group of people but not with another. Of course, such a complex issue as human behaviour cannot be closely examined, and no answers can be provided at the same time. As a result, it is preferable to begin with some concrete situations and thoroughly analyse them, taking into account reliable examples and one's own points of view.

As a result, it is preferable to begin with some concrete situations and thoroughly analyse them, taking into account reliable examples and one's own points of view. Human behaviour in the workplace deserves our attention because people spend so much time at work communicating with different people; many conflicts occur in the workplace, and people should be prepared to figure out the causes of their misunderstandings, solve problems, and improve their work and communication on a daily basis.

People should always think about workplace ethics in order to be aware of how to do this or that thing, react, and speak, and not to break the settled rules and social norms. "There is a system of industrial, or workplace, justice that exists for dealing with violations of employee obligations." (Wheeler 1992) This is why human behavior plays a very important role in the life of every person and his/her career growth.

People come to one and the same place during a certain period of time; they communicate and develop professional relations; make new friends and check their skills and abilities. So, "how they conduct themselves during these interactions is important to the smooth operation – indeed, to the success." (Guerin & DelPo 2007)

It is necessary to admit that human perception of other people may cause certain tension within the workplace. People get used to making observations day by day: these observations turn out to be both positive and negative outcomes. When people start sharing their personal points of view concerning certain people, events, and places, gossip may appear. People become more and more involved in other people's lives, introduce their own opinions, create certain accusations, which may lead to conflict in the workplace.

This is why it turns out to be rather difficult to cooperate with people and not to create conflicts. "Conflict and cooperation are not neutral processes, good or bad in themselves. Both can have destructive as well as creative consequences."

(Cheldelin et al. 2003) People have unbelievable power to spread rumors and do not think about the consequences and possible hurt that may affect other people. And the solution for this is to have an open conversation for example all workers like to be dealt with uniquely. The administration needs to work with the representatives to talk about their issues openly to report customer's requests and the executives' limits.

Open meetings can likewise be great to examine the corporate objectives and achievements so that changes are not sudden and unexpected and the representatives feel they have something to do with the organization. The feeling of force gives a confidence to the representatives that empowers them to oversee forefront tasks viably. Also have explanations of jobs for example the board ought to proactively explain and characterize the jobs and the obligations so the workers get what they need to convey, furthermore employing ought to be a serious cycle that chooses the perfect individual for the right work. A perfect individual with great mentality and character in an off-base place that probably won't suit his capacities will be disadvantageous for the organization and the person.

The administration can establish a decent mental climate through these straightforward advances that won't just inspire representatives yet additionally make a sound working environment

SWOT Analysis

positive	Strength	weakness	negative
	-strong brand image -financial performance -Growth in store -International supply-chain	-high prices -imitability of products -European tax avoidance -Recall of products	
	-expansion in development in the market. -diversity in business -introduce new products -Alliance with other firm -strengthen online channel	-Low cost coffee sellers -Rising price and coffee bean -coffeehouse movement	
	opportunity	threat	

Key Takeaways

Starbucks SWOT analysis indicates that the company has sufficient scope to expand. Though the business enterprise is one of the reputed companies, they want to take unique steps to grow their business. Here are some suggestions for the company-

Starbucks needs to target the Asian and African countries as a part of its world expansion.

The company wants to carry editions in its product range. They should think about the food habits and culture of the nations and offer country-specific food and beverage ranges.

Starbucks can also consist of a set of comparatively less high-priced products that will attract greater clients who go to retail outlets oftentimes for breakfast.

Conclusion

I think Starbucks will be able to solve their problems because they're a massive company and they also know that these problems are affecting them and it could destroy the company in the near future if they don't change. Conflict resolution takes time, it takes commitment, and it allows for positive change to happen. When differences are discussed, and people can work through them together the basis is positively set. Although the easy way out may additionally be to ignore it, keeping off is negative to building relationship in the organisation and it will be challenging for the employers and employees to work together. Furthermore conflict resolution leads to facilitation goal achievement as it helps develop skills such as collaboration, negotiation and compromise, which are all areas that are beneficial in each private and professional endeavours. Finally, conflict leads to the skill of commitment due to the fact it helps unify a responsibility that changes from "I" or "me" to "we" and leads to a mind-set of approach and the perception being flexible and open to change.

Reference list

Cheldelin, S., Druckman, D. & Fast, L. A. (2003). *Conflict: From Analysis to Intervention*. Continuum International Publishing Group.

Guerin, L. & DelPo, A. (2007). *Create Your Own Employee Handbook: A Legal and Practical Guide*. Nolo.

Wheeler, H. N. & Rojot, J. (1992). *Workplace Justice: Employment Obligations in International Perspective*. University of South Carolina Press.