

Problem Solving and Discussion Making

Module code:BMSW4004

Module leader:Laila Surani

Student name:Rositsa Zdravkova

Student number:2122222





CASE STUDY

- Little to No Vacation Time Employees need time to recharge and come back to work with fresh eyes and a fresh mind. Research has shown that not taking a healthy break from work can lead to a wide range of unwelcome mental and physical effects on the average worker. When an employee does not have the time to take vacation, they increase the risk of job burnout and decreased efficiency in their work. These employees ultimately become less productive and valuable employees. Allowing employees to take time off to recharge and have some fun allows them to return to work refreshed and ready to tackle the day. Giving employees generous amounts of vacation is ultimately a benefit for the company overall.

Six-Step Problem Solving Model

1. Define the problem

2. Determine the root cause(s) of the problem

3. Develop alternative solutions

4. Select a solution

5. Implement the solution

6. Evaluate the outcome

IF THESE SIX STEPS DO NOT RESOLVE THE PROBLEM,
MAKE AN IMPLEMENTATION PLAN WITH STAKEHOLDERS

Using Pestle Analysis For Solving Problems:

- Political-The UK leaving the EU(BREXIT)may lead to a shortage of a significant amount of health and social care workers.
- Economic-The low pay is the considered the largest problem when it comes to new and existing health and social care workers.
- Sociological-multiculturual society approaches to presenting health and social care vary when working with patients of different cultures.

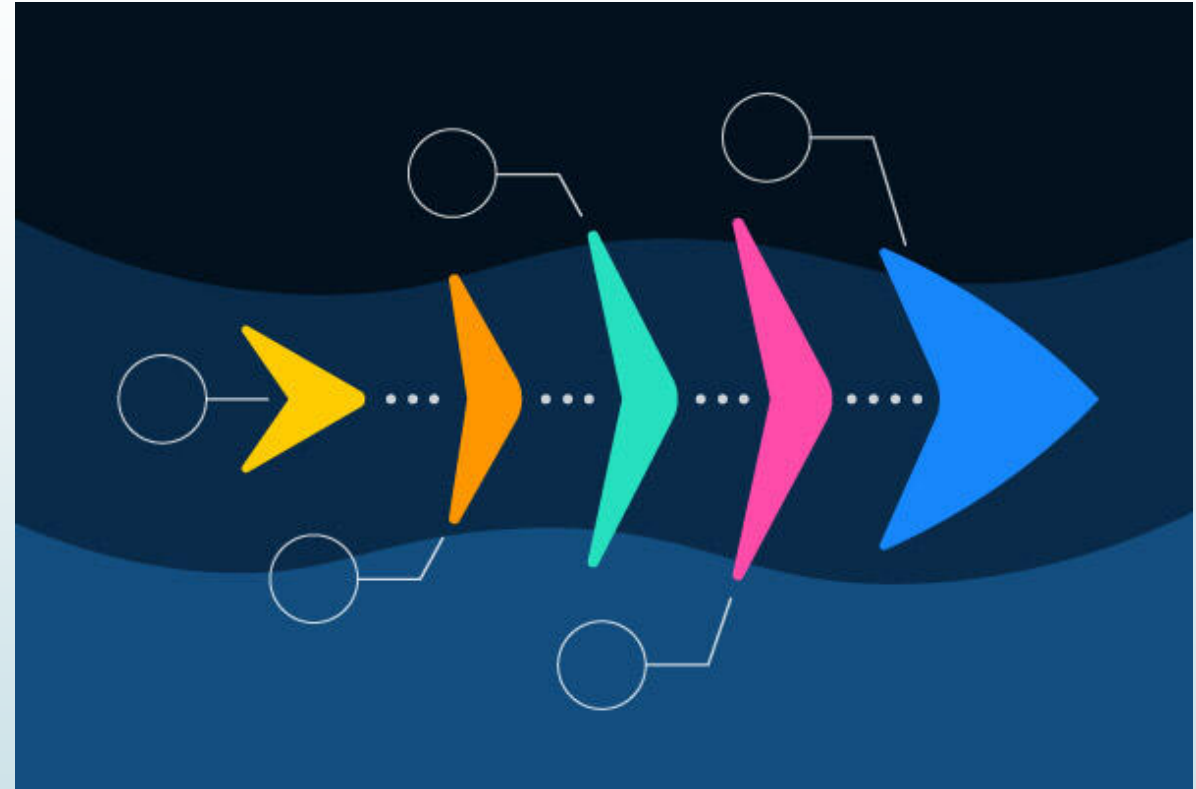


Using Pestel Analysis for Solving Problems- Continued

- Technological-Electronic records make the sharing of information easier, especially if the patient is unconscious.
- Legal-The Health Care Act ,which introduces significant reforms to the provision of health services and care in England,was approved in April 2022.
- Environmental-Long work hours heighten the risk of lower productivity in the workplace.

FishBone Analysis for Solving Problems

People: Demotivated, Tired
Method: Distance to work,
Bad colleagues
Machine: Car, Train
Environment: Holiday, place
to rest
Measurement: Bonus, More
rest
Materials: Food, Clothes





Actual Plan

- More holidays
- Higher pay
- Good colleagues/social environment
- Good communication in team
- Good education
- lower taxes
- Recognition of their skills



Effective Ways to communicate with Stakeholders:

- Identify key stakeholders and plan communications.
- Email and e-newsletters.
- Communication automation.
- Presentations.
- Project Summary Reports.
- Group video call or 'screen to screen' meetings.
- Leverage informal stakeholder communications.



References:

- (Timothy J. Legg, 2020)
- (Claire C. Caruso, 2013)
- (Gershlick, Ben; Charlesworth, Anita, 2019)
- (Wong, Kapo; Chan, S.H,Alan; Ngan, S.C;, 2019)
- (Burtney,Liz;Buchanan,Paul, 2015)
- (Tagabe,Mae,Patricia, 2021)