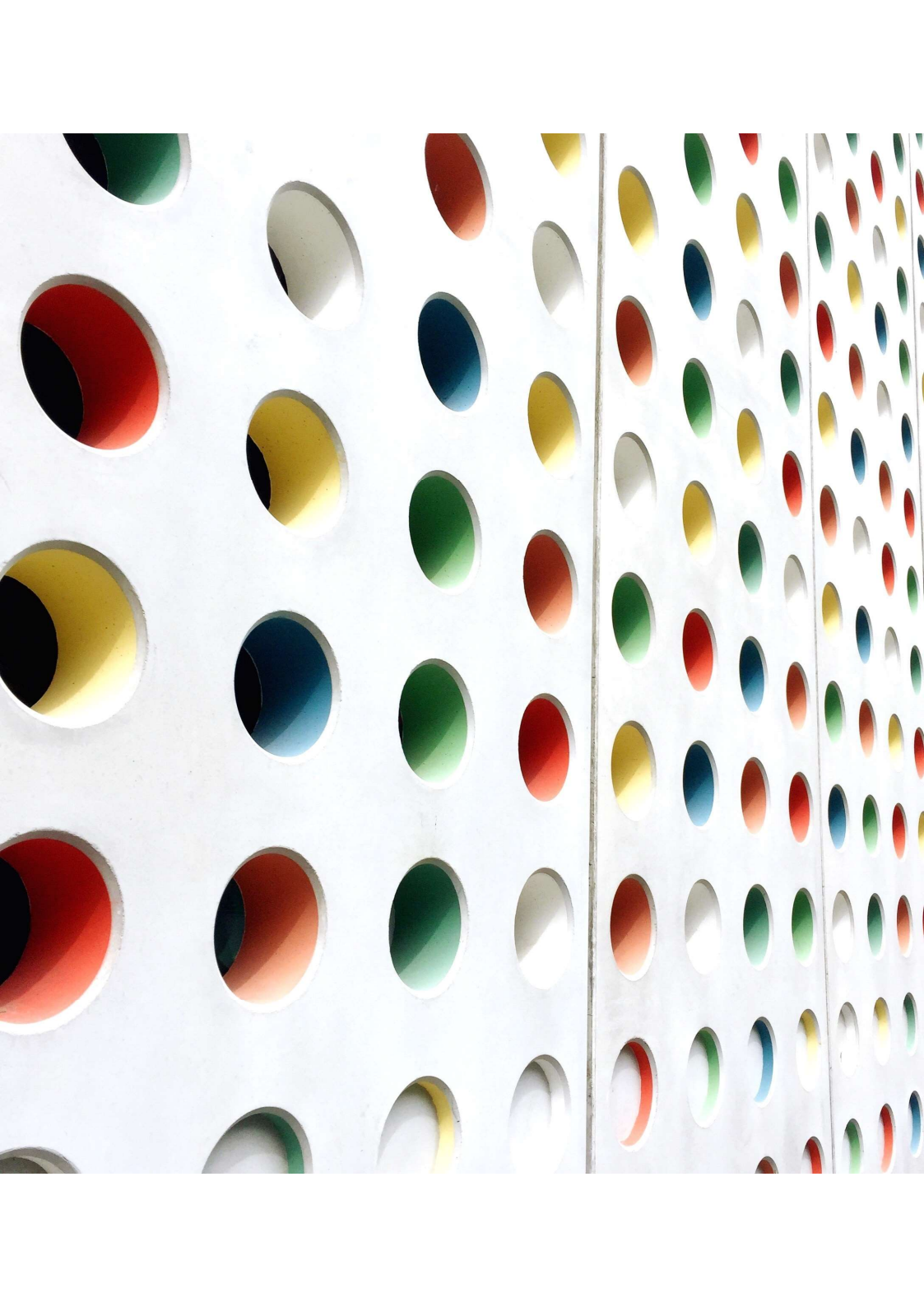




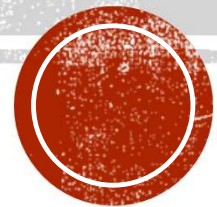
PROBLEM SOLVING AND DECISION MAKING

Student Name: Frah Islam

Student Number: 2026014

Module Code: Bmsw4004

Lecturer Name: Suzannah Ogwu



PURPOSE OF THE TASK

Gain the understanding of “work-related stress”

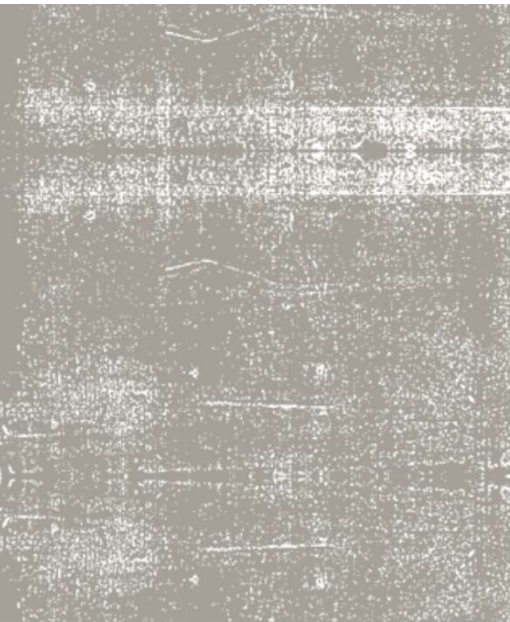
- ❖ Identify the stress factors
- ❖ Causes of the problem
- ❖ Solutions to the problem



OBJECTIVES

1. Research-informed discussion
2. Research-informed cause-and-effect (fishbone Diagram)
3. A PESTLE analysis
4. Evaluation of alternative solution





STRESS

- “Stress is our body’s response to pressure. It’s often triggered when we experience something new, unexpected or that threatens our sense of self, or when we feel we have little control over a situation.” Mental Health Foundation (2021)
- “Job Stress can be defined as the harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources, or needs of the worker” CDC (2021)

Picture with computer- google images Dr. Steve Aldana (2021)

Picture with the word STRESS head – google images Dreamstime (2021)



RESEARCH-INFORMED DISCUSSION (WORK-STRESS)

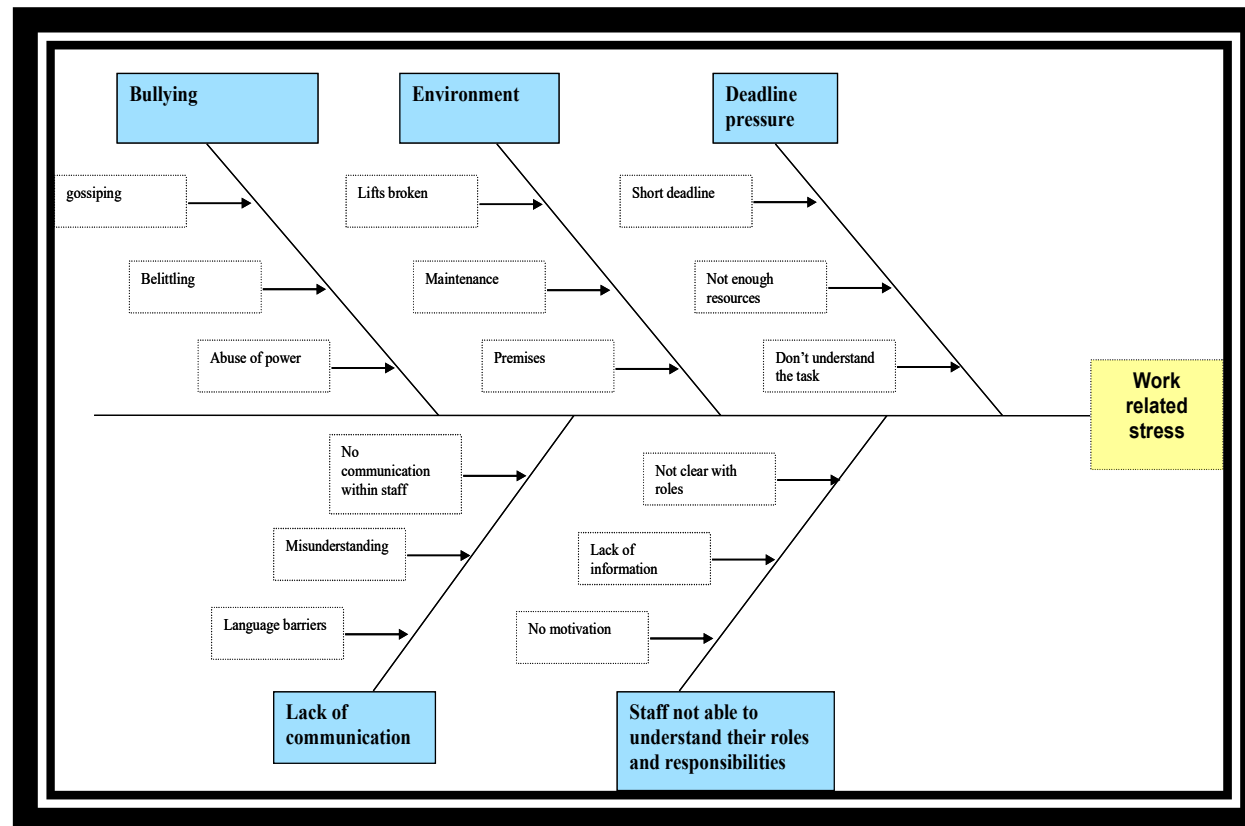
- ❖ Low salaries, Long hours
- ❖ Excessive workloads
- ❖ Few opportunities for growth or advancement
- ❖ Work that isn't engaging or challenging
- ❖ Lack of social support
- ❖ Not having enough control over job-related decisions

Employees	Workplace
Low Performance	High staff turnover
Depression	Increased employee complaints
Poor decision-making	Poor productivity
Absent/ lateness	Increase in complaints
High blood pressure	Low Morale
Lack of focus	Organisation's image effected

Source: MS SmartART



RESEARCH-INFORMED CAUSE AND EFFECT



Source: Moodle Week 5 template



PESTLE ANALYSIS



Source: MS SmartART



EVALUATION OF ALTERNATIVE SOLUTION

- ❖ Prioritize and organise
- ❖ Build positive relationships at work
- ❖ Take your time out to relax
- ❖ Offer paid time off
- ❖ Flexible work schedules
- ❖ Taking the team out for drinks or meals
- ❖ Increase wages
- ❖ Offer bonuses



GRID ANALYSIS

		Drivers								
Alternatives		Financial 3		Physical 1		Mentally 4		Behaviour 2		Total
Prioritize and Organise		1	(3)	1	(1)	3	(12)	2	(4)	20
Build positive relationships at work		1	(3)	2	(2)	3	(12)	3	(6)	23
Take your time out to relax		1	(3)	2	(2)	3	(12)	2	(4)	21
Offer paid time off		1	(3)	1	(1)	3	(12)	3	(6)	22
Flexible work schedules		2	(6)	1	(1)	3	(12)	0	(0)	19
Taking the team out		2	(6)	1	(1)	3	(12)	1	(2)	21
Increase wages		3	(9)	0	(0)	2	(8)	1	(2)	19
Offer bonuses		3	(9)	0	(0)	3	(12)	1	(2)	23

Source: MS Table



Building Positive Relationships

Positive	Minus	Interest
Trust	Can be taken for granted	Individuals personality Trust issues
Creativity		
People skills		
Increase happiness and morale		
Boosts motivation		
Know each other better		

Offer Bonuses

Positive	Minus	Interest
Motivation	Taxes	Expectations
Appreciated		



CONCLUSION

- Work stress has a very big impact on the employees at their workplace. It should be handled properly otherwise it can have bad consequences not only on the employer but the employee itself such as mentally, physically and financially.
- To find the root problem of the work-stress the fishbone diagram should be used to identify what is causing stress and why is it causing it.
- After finding the root cause of the work stress, it is very important to find the best solution for it and implement it.



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