

Problem solving and decision making

REPORT

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INTRODUCTION:

The main subject in this report is about the problems we encounter at work . I will present my knowledge about how I know to identify an issue , how to analyse it correctly , think about different solutions but find the appropriate one and then I will develop a plan to resolve the problem . I acknowledged that humans spend about a third of their life at work and negativity at work can have a bad impact in our life . That is why it is important to speak about problems and try and find a solution to it. I will talk about the main problem at my work place , which is communication . It is very upsetting because this issue is not happening just in my department but it is actually going on in the whole warehouse . Because of that , it make it harder for us to succeed in our work and that also affects our customers .

MAIN BODY:

I work at amazon with contract , I am a fulfilment associate and I have been working there for over two years now . The Amazon I am working at opened three years ago so I can say I have worked with a whole range of different people . I have vast knowledge about the problems at work due to my experience , and I find that the main issues are the lack of communication , bullying , discriminations and low motivation . I will focus my attention on the communication problems because that the issue I have faced a lot at my work place . Communication issues can occur in any situation because it is very easy for a person to misunderstand the other and that how conflicts and problems can arise . The scope of communication is very clear and without it we can not function as humans , workers , managers etc . I often find that at Amazon are many , many employees that did not even hear about it and those kind of people makes our team unstable sometimes. The effect of poor communication in a team is a big step backwards and usually keeps everyone on hold . I had this happen to me last week actually , because Amazon it is a big company there are constantly changing the system so they can improve our office jobs . When I came to work last week on Friday I was not aware of any changes , so I started to do my job as normal at the inbound office where I work every shift . My manager was there , 40 past in to my shift and one of my friends that works at the office as well saw me and came to say hi . She asked about how I feel about the changes , and I was like :What changes ? And she was a bit shocked I did not know about anything . She kindly informed that inbound will receive 10 more dock door bays and multiple deliveries that have to go in these bays . This is a major change and I was not aware of it , the manager did not even say anything while my friend was explain everything to me . He is also that kind of person who does not accept any advice or if you go to him to request help about an issue with another associate he will just shake his head as a sign of approval and that is it . I find that a very good example of poor communication and indifference. And when a manager is main problem in a team I think that he needs to be changed . The only thing is that I know that Amazon does not work like that , they give sometimes to many chances to people that do not deserve them . The appropriate solutions are to try to have a discussion with the manager , explain what is going wrong in the team , what people are saying and give him a chance to improve if he or she wishes to . If they

accept everything I will kindly offer mental support if they are facing any difficulties at home , work or anywhere . I would try to give them help and hope for improvement . Also an import solution would be for them to follow classes , lectures and can help you improve your communication skills and acknowledge more about how to be the best manager for your team .

I want to use the technique SWOT analysis so I can better evaluate the problem and find the best solution that I can find . SWOT analysis is a tool used to plan and evaluate strategically the strengths , weaknesses , opportunities and threats that can happen in any situation . I will start by talking about the STRENGTHS that I see in this situation and these are compassionate team , helpful supervisor , employees pay attention to the details, inbound team is united . Following by WEAKNESSES , I can say that for most of the managers that have problems with the communication, they often come with issues from home and I will include this as a weakness along with , poor knowledge about communication, bad communication skills . The OPPORTUNITIES, looking in to this situation are becoming a better manager , learn how to communicate with your team , understand their needs , to be happier at your work place (which is the most important thing) ,growing knowledge potential. The last tool I used to find the best solution to my problem is threats , and regarding this subject I can say that I find , stress , extenuating life program , bad problems at home, to be the big part of the threats that led to this situation .SWOT analysis really helped me find the best solution to the problem I encountered at work and with the one I presented above . After analysing the situation better using this technique I can say I am ready to take my decision. I believe in second chances, even in third ones . That why I want to give to this manage a second chance to improve his actions and his communication problems-skills . The best solution that I can see it is to first talk about this with my superiors , inform them about the situation and make sure that we are all on the same page . I am happy to receive any feedback or advice from my superiors , but this time they all approved my decision . The next step would be to have a private meeting with the manager and raise the problems that are currently occurring and wait for their explanation. In this case the lack of knowledge about communication , the stress and because the manager is too shy affected the team and implemented this issues in it . Because I feel like the manager is not one hundred percent ready to manage the team and work at the same time I will kindly ask him how I can make the work easier for him to handle . I will also propose classes and lectures for how to better understand your team and how to improve his communication skills . I will make sure he understands the issue that was created and be sure he acknowledged that these kind of situations can be really bad for the company and we do not wish for this to happed again . I am going to explain what the repercussions will be in case these changes are not being respected .

The plan I made is to make sure the manager understand his role and takes it with trust . He will be monitored for the hole month and he will have all of our support . Following our discussion he feels the need for two supervisors. We are not able to fulfil this enquiry because it would not be fair for our other associates and managers . That is why my plan is to give him all the help for a moth and I did specified above what kind of help I will be able to offer . If he would not be able to succeed and improve his communication level he will be replaced and we will then offer a different kind of approach and unfortunately it can be resulted in dismissal from the company . We hope this actions would not have to be implemented , and we are almost sure that everything will be fine because we offer the support our associates needs and 99 precent from our similar cases had a positive ending .

A month has passed , all the new enquiries were respected along the way . I am very happy to say that the manager followed his appointments and classes and he did have me a feedback regarding everything . The manager tried to be way more implicated in the team , he tried to find solutions to the problems were raised by the employees , the leader did very good just with one supervisor because he was more organised in his thoughts , learned how to combine the office job and the team enquiries . I was able to see the improvement with my own eyes because I was constantly watching him , I saw that instead of siting at the office 10 hours from his shift he was actually repeatedly going to check if everything is okay with the team , if everyone is safe and if the job is being done correctly and why not fast .

CONCLUSION:

The decision I made helped my team and my department where I work . The manager was really changed and the team was not unstable anymore . This module helped me understand better how to recognise a problem in a team and I have learned the most important tools in solving the issue in the team I will have in the future . I know that now after I finished my first year I will be a great supervisor and I feel like this module helped the most in taking the right decision. As I said in the beginning we spend a third of our lives at work , so why would we not make it a happy , better place . It's very important to come with a smile on your face and hopefully I will be a manager in the nearest future because my main concern will be my teams well being , I want to see them happy when they see me and I want them to feel like they can always have a friend and a shoulder to lean on with them .

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APPENDIX:

Alex: Hello ,Miss Denisa . Good to see you!

Denisa: Hello , mister Alex how are you doing today?

Alex: I'm not that well, that's why I came here to talk to you .

Denisa : Oh, I'm not happy to hear that but how can I help ?

Alex: You know I've been working in the same department for 2 years and I'm one of the important people there. In the last period, because the manager has been consistently replaced, the job itself has become very disorganised and there is chaos every night, I feel very stressed and I can not continue like this.

Denisa: I see , I think I can see the problem here . Unfortunately we face an issue with your department as it's an hard department to work on, we are currently training managers that can fulfil all of the requirements and needs for inbound area .

Alex: I understand, but as you know inbound is one of the most important department in the warehouse and it feels so sad that I can see how everything is going down and I feel unhappy coming to work knowing how stressful it will be . I often get headaches and even in my days off I can concentrate on doing my own things , I really feel like there's so much need for a stability in our team so we can function properly .

Denisa : I can agree with you that it can be very stressful to work in that type of environment and our first priority is our employees safety and well-being. As I'm speaking with you I thought about a temporary solution, you know Mr Nicolas , he worked as an area manager in your department . Currently he's especially trained to work in another department but he is very happy to try different tasks and to have another department as a responsibility. I am 99% sure he will approve our request and I'm positive that the team will get better after the change will be made as we received good feedback regarding the way Mr . Nicolas knows how to treat and solve problems in a team . This change can be permanently if everyone approves it and if everyone is happy with the change, including you .

Alex: I understand now and thank you for everything. I feel like now , after I've got everything off of my chest and by your positive response , I really feel like something is going to change . I'm getting a bit emotional because I really like working here and I'm happy I will be able to continue my hard work and come with a smile on my face .

Denisa: I'm happy you feel that way , we know how important is to feel good at work and we promise we try our best to accomplish all your needs . There's anything else I can help you with ?

Alex : Yes, when do you think the change will be made?

Denisa: This is now my highest priority and I promise that Mr.Nicholas will manage inbound by next week.

Alex : I'm very happy to hear that. Thank you so much for everything!

Denisa : No problem at all Mr Alex . See you later