

Problem Solving and

Decision Making

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INTRODUCTION

This report will be considering the particular problem, its impact and scope and also it will put light on alternative solutions to the problem considering decision-making process and lastly development of a plan implementing the solution is going to be made which will communicate information to stakeholders and help them in taking right decisions incorrect time.

MAIN BODY

Decision making and problem-solving are the two major skills that specifically plays an important role when it comes to pulling out favourable solutions towards work-based problems faced by staff members (Proctor, 2018). In today's business environment, it is not at all an easy task for a Caffè Nero to reduce work-based problems at the work station because of diversity find culture and due to fewer members of problem-solving tools and techniques that are utilised by them. In the present context, the Caffè Nero that has been taken into consideration is Caffè Nero, where the staff has the cultural differences that lead them towards going through a different range of difficulties while working as a team at the coffee house.

Complex problem

The complex problem that was identified at the workplace of Caffè Nero was particularly the cultural differences which have not only impacted negatively on the overall performance level of staff members (specifically Barista). Away with this, it has additionally been analysed that productivity and profitability as well of Caffè Nero got majorly affected because of it (Garg, 2016).

The identified problem, to help inform the making-decision process

It is important to identify the problem within the castle Nero, this is because due to cultural differences among the individuals there is a lot of conflicts within the firm which is impacting on the productivity and profitability of the firm. It is mandatory to the management of the Caffè Nero to minimise the impact of cultural differences so that the productivity and profitability of the Caffè Nero can be activated by managing the conflicts and reducing the negative impact. Caffè Nero can use a proper decision-making process where it can improve the functioning by identifying the different range of solutions to the problem and maintaining an appropriate system which can help the firm in achieving maximum productivity and decreasing the negative outcomes of the problem bi implementation of an effective plan.

Alternative solutions

There are ample numbers of alternative solutions that can be given to improve a particular complex problem at the workplace. In the present context where cultural differences are specifically being faced by a barista and other staff members, different ways to conquer and grasp cultural differences and some of these are presented underneath:

Guarantee clear and appropriate communication: Clear and amenable communication diminishes the odds that reduces the chances of rising conflicts among staff members at Caffè Nero where businesses or members must recognise respectable complexity including social differentiation when drawing up content for correspondence. This may include using visual techniques to communicate information, keeping words and phrases away from slang find out about various societies

Learning about different cultures: Posing appropriate inquiries of each other's cultures or having an opportunity to find out about different social structures will promote relations within the working environment. Having a culture whereby enquiries are accepted is important. Being polite along with respectful and respecting different cultures' beliefs and values, resisting segregation in the workplace and constantly finding out effective opportunities is something that may help in improving engagement of staff members at the workplace of Caffè Nero (Martin, Donohoe and Holdford, 2016).

Work towards obliging social contrasts: As per Equality Challenge Unit, verifiable or oblivious inclination occurs by our cerebrums making extraordinarily fast decisions and evaluations of individuals and circumstances without our understanding. Also, the best way to oblige social contrast is to perceive oblivious predisposition. An individual can oblige social distinction by being touchy towards various societies and an association can oblige social contrast by comprehension, for instance, extraordinary strict traditions or empowering social festivals.

Offer information: Respectable recruitment strategies can efficiently yield positive prospects including limitations on an employee's capability to exchange information about people. Tomas Chamorro-Premuzic of Harvard Business Review says, "Studies organizing formal or informal association groups also found increasingly creative degrees in even more integrated group of staff members, especially when imaginative.

The proof shows that information sharing and aggregate commitment produce imaginative results. Information from various social foundations and encounters animates social incorporation

and results in advancement. Consequently, it is gainful for the two people and associations to make information sharing a significant aspect of their way of life (Polka, Litchka, Mete and Ayaga, 2016).

Utilize decent variety preparing: This is also said to be another type of solution, which would help to break cultural barriers is to ensure there's still sensitivity in the professional context of people with different social backgrounds. Conceivably, long haul planning will develop a holistic workplace culture, inspire collaboration and effort, build great possibilities, and then make a productive working environment. This preparation will assist representatives with comprehension and grasp the social contrasts of their associates, and colleagues to grasp one another. Thus, obliging social shared traits and contrasts is critical to conquering social boundaries (Martin and et. al., 2018).

Decision-making technique

About the identification of the different range of solutions and choosing the most appropriate option, Caffè Nero can use a different kind of decision-making techniques and tools which are suitable for a particular decision-making process. To the current situation within the Caffè Nero, the best method is using marginal analysis.

Marginal analysis can be defined as a tool which weights the benefits of input or activity against its cost. It is that kind of analysis which is directly related to the identification of overall opportunity cost of the Caffè Nero while implementing amount within and activity and return on investment ratio on that investment. With the current process to conduct a marginal analysis, the Caffè Nero has to change the variables such as the quantity of input as well as identify the reliability of different variables are available to the firm in solving the current situation (Ansari and Seidenberg, 2016).

Under the marginal analysis manager within the Caffè Nero has to evaluate every factor concerning Caffè Nero current situations. Where the cost of guarantee clear and appropriate communication, learning about a different culture, work towards social contrast, offer information and utilise different variety preparing will be evaluated according to the cost implemented and the return on investment for each aspect. About the overall evaluation and using the concept the most suitable method for the Caffè Nero is learning about different cultures and working towards the obliging social contract.

Plan

A proper plan is required within the Caffè Nero to implement a particular solution for achieving the goals and objectives related to the management of conflict and using appropriate conditions for working. There are different steps involved in the plan which is discussed below:

Management of action: Under this step will be a discussion on the objectives of formulating the plan where the list of individual goals and orders will be discussed to reach out the objective and identification of different actions will be maintained to determine the goals and objectives (Ansari and Seidenberg, 2016).

Scheduling the action: After the formulation of a proper action plan, it is time to create a schedule for the actions so that proper and systematically function can be achieved while implementing the alternative.

Arrangement of resources: Under this type of implementation alternative it is important to arrange the resources so that a different number of parameters can be achieved by including the type amount and quantity. To the current plan in an objective, the major resources which are required for implementation include manpower, money, material space information and support from the staff (Giampaoli, Ciambotti and Bontis, 2017).

Management of consequences: It is important to manage the consequences before implementing a strategy with the current situation of Caffè Nero. This is because the implementation of a newly developed plan there are different kind of consequences which can impact on the performance of different individuals as well as also impact Caffè Nero functioning. Concerning the current situation of the Caffè Nero, the major consequences which can be seen by the firm are related to time knowledge experience and tools. Listen directly impact on the performance of Caffè Nero as well as the implementation of a new strategy. Eliminating the adverse consequences Caffè Nero is to prepare itself by using a proper action plan. About the current situation, management within the firm can use flexibility within the plan which is the best method to reduce the negative consequences by taking corrective action (Thomann, Trein and Maggetti, 2019).

Communicating plan

There is different kind of stakeholders within the Caffè Nero which required information about these solutions are related to the current situation of the firm. All these stakeholders are mentioned below:

Top-level management: Top-level management is the prime stakeholder within this current situation where it is important to communicate the plan to the top-level management so that they can provide their concern about the plan and can help in the execution of the plan by the help of finance.

Employees: Employees are also the key stakeholders within this plan this is because, to the organisation, Caffè Nero is facing problem-related to the management of conflicts within the firm which can impact on the productivity and profitability of a firm. This can impact on the performance of the individuals working within the firm. That is why it is important to communicate information to different stakeholders (Keman, 2016).

Monitoring & reviewing technique

Regular observation is the best monitoring and review technique which can be used by the management of the cafe. This is because it will help the Caffè Nero in observing each factor of the situation within the Caffè Nero and taking corrective actions according to the needs. This will also improve the functional level within the firm where the management staff can observe the behaviour of each individual as a try to maintain proper Caffè Nero's culture so that they can work in an appropriate direction (Maggetti and Trein, 2019). This will lead to the successful implementation of the program as well as an alternative which will help the Caffè Nero in future. Regular observations will also a well-designed structure because the manager can identify the nature of individuals working a particular job as well as the reason behind the conflicts and how to minimise them at a personal level.

CONCLUSION

It can be seen that there is various kind of problems which can impact on the firms functioning but by using a range of solutions and identification of a problem in a particular way from can minimise the impact of the problem on activity and profitability. it can also be evaluated the development of an appropriate plan is important so that the implementation of alternative can be done by communicating the plan to the stakeholders and accessing and monitoring the performance of the plan.

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