

PROBLEM SOLVING AND DECISION MAKING

BMSW4004

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INTRODUCTION

This Report will be based on problem -solving tools and techniques which will be explain based on a personal past work experienced where I was working as a waitress .This report will evaluate the right solutions for the based problem, this report will show the best alternatives solutions for the problem, In this report some problem solving tools and techniques will be used to evaluate a range of solutions also some plan will be develop step by step.

WHAT IS THE PROBLEM

A problem is defined as dissatisfaction about a specific situation that causes difficulty, a situation called as unwelcome or harmful and necessary to be deal with it and overcome. A problem is something natural that always occurs between two or more individuals or even sometimes individually, this is a common in workplace or academic place.

We can visualize an example of a problem in the workplace, in my last job where I worked as a waitress in a restaurant located in one of the most recognized London transport stations in Kings Cross St Pancras because of this the restaurant is open for long hours from morning to midnight. In the time I worked there I ran into different problems with different causes like:

1. The changed of my sheets with not advance or even not authorized:

This problem was arose every week at my workplace since I started working, where the manager changes the days off of some of the employees and without saying anything to the employees or even notify in advanced and also another thing that manager did many times was reduce your hours of work regardless of whether the employee has permanent contract or not.

2. Taking extra responsibilities

The second problem that I experienced was that I took more responsibilities as other employees, I had additional responsibilities, I did more duties than normal that were not in my contract and. They were always changing my position and job role and I did not receive any compensation and not increase payment for this extra work. I was also assigned to do training for new employees where I had to explain their job role which delayed me to finish my responsibilities on time.

3. Origin discrimination

The last problem I had was discrimination due to my country origin, in my job I was the only Latina worker, the only one with dark skin and dark hair and dark eyes because of this I was seen in a different way even when I had been working with them for three years, The managers treated me different, I did not have the same priorities as the others employers. In addition with this I always asked for my vacations in advance than my colleges but I was always the last to get an answer. This situation not only happened with me but also with my coworker who was also Latin, he was also treated differently nobody speak with him.

IMPACT

In the first problem it is a greatly impacted employees in their social life because of this changed many plans had to be canceled at the last minute because the manager forced you to

work otherwise you would be fired; this was unreasonable and not fair with any of the team member. For the law it is not illegal for a supervisor or employer to change an employee's sheets as long as it reflects the correct hours that the employee has worked are reflected and the employee is notified of these changes but in my case our manager never let us know in advance, so for me as an employee this was unfair and illegal.

The second issue is very unfair to the employee who is suffering this abuse at his workplace because the employee is doing more activities than normal the employee is behind in his own activities required in his contract and also is getting more physically tired than normal with no payments/benefits. As a member of a work team I understand the importance of working together to achieve the same goal and have a good work environment but also I understand that sometimes it is necessary to do extra tasks such as helping my partner or changing from a different session at certain times but it is not fair that all the time is the same, every day doing extra duties or hours and without being valued or receiving an extra payment.

The last problem has a big impact because discrimination has been scientifically proven that not only affects a person mentally but can also have negative effects for the company and even negative effects on the work atmosphere. Furthermore negative and positive feedback from others normally affects how people think and feel about them. (Pressman & Cohen, 2005). In addition to this I can say that working in an environment where you feel discriminated against, is the worst because your performance drops, you feel judged or you feel that you do not fit in or there is not good teamwork, you also do not feel satisfaction when working, even you feel like not going to work again, you constantly feel rejection both outside or inside the work area.

Alternative solutions

Some solutions to prevent the changing of sheets in the workplace could be:

- Managers cannot change the order of the sheets without the authorization or agreement of the employees.
- All jobs should have flexibility in the sheets and also employers should suggest their flexibility hours and days.
- If any time a change of sheets is necessary Manager or supervisor should communicate to the employee with a minimum of five days in advance.

Some solutions to prevent additional duties for employees at the workplace could be:

- The job contract must specifically mention the responsibilities of each employee and not forcing the employee to do something outside of what is written.
- If any employee has been assigned to perform additional task or hours this should be valued and receive an extra payment.

-If the employee has been working for the company for more than three months employee has the option of accepting or denying the offer to do extras tasks or hours.

Some solutions to prevent discrimination at the workplace could be:

-Properly train all interviewers, managers and employees to be familiar with discrimination laws and on the damages and causes that this produces.

-Employers must have an anti-discrimination policy at the workplace to protect customer, employees from harmful and offensives behaviors.

-Employers had monthly personal conversations with their employees where they could communicate freely and privately how they feel in the workplace.

PROBLEM SOLVING TECHNIQUES

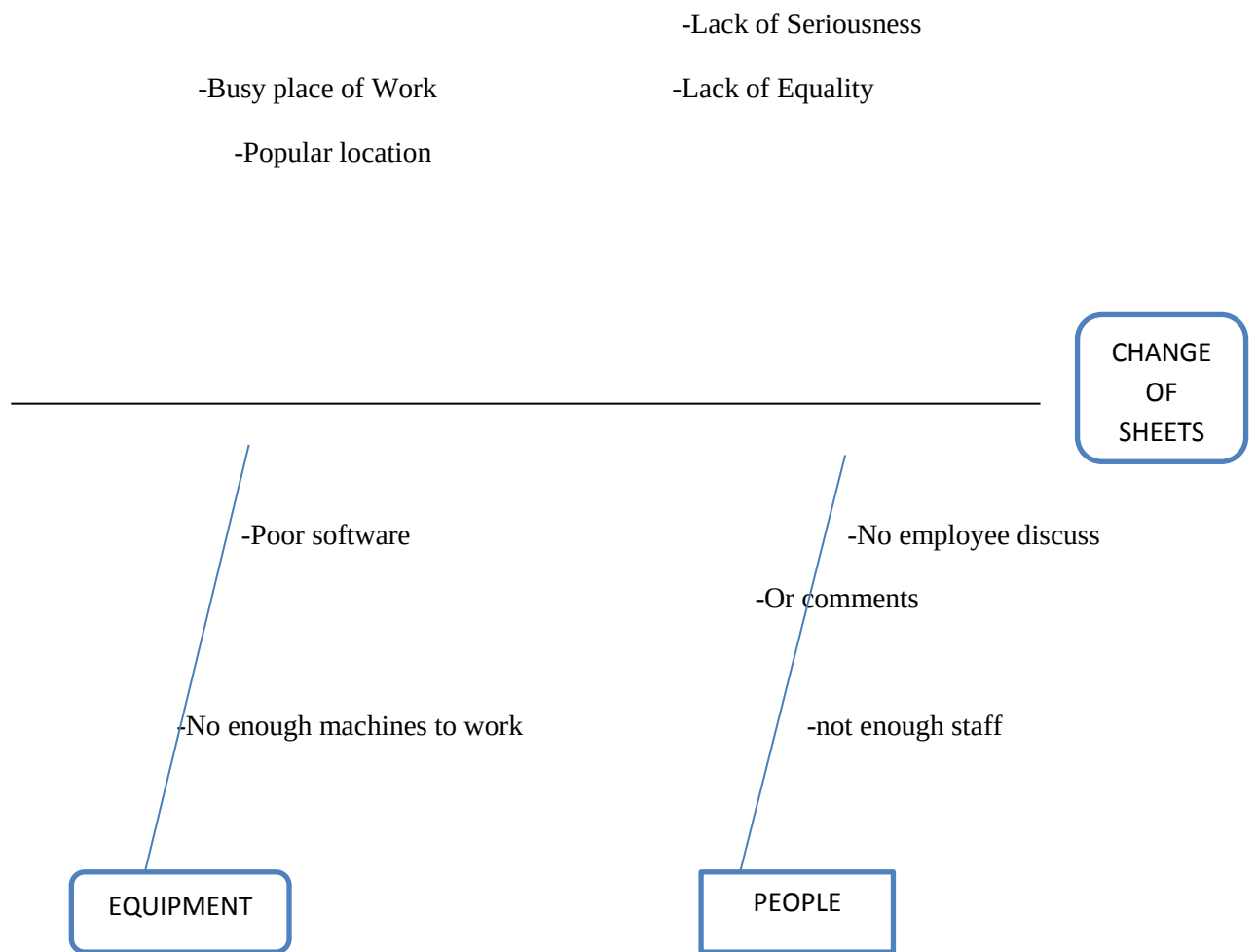
FISHBONE TECHNIQUE

Problem 1

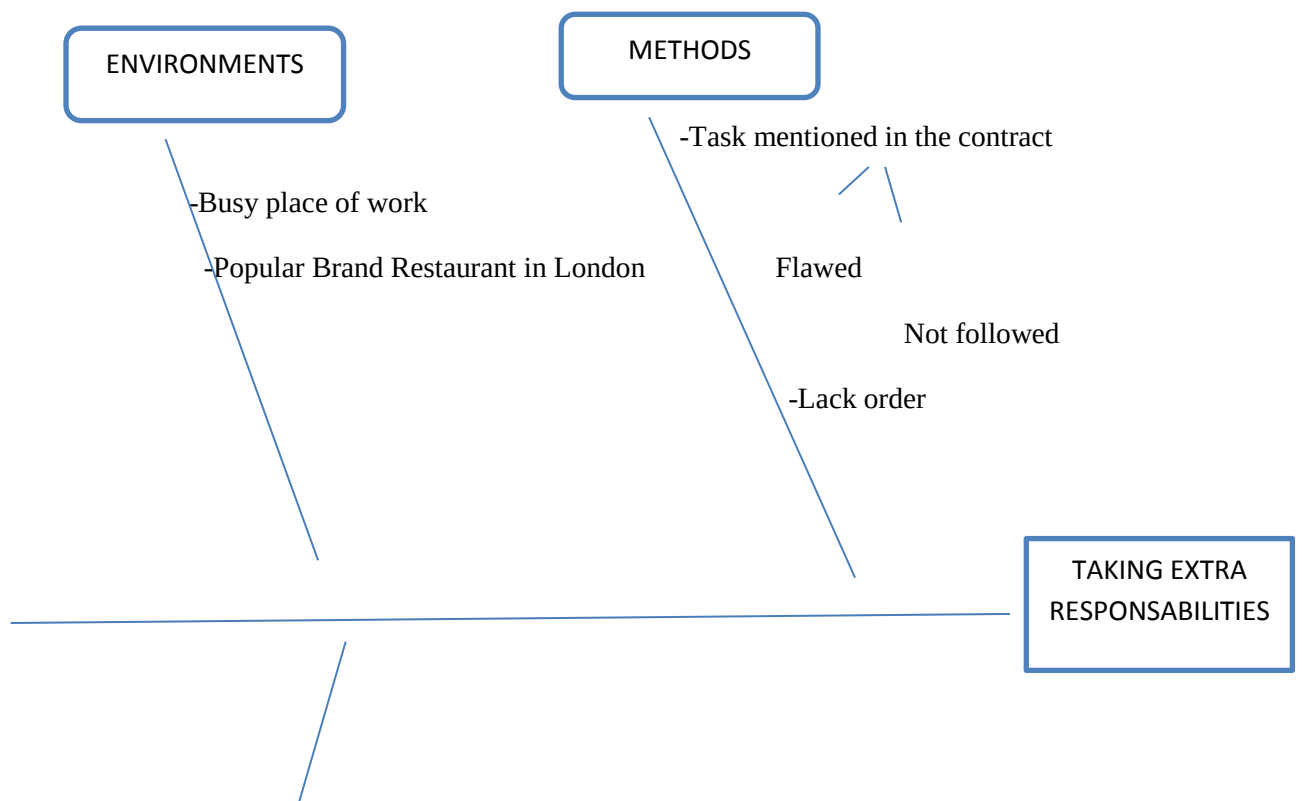
ENVIRONMENT

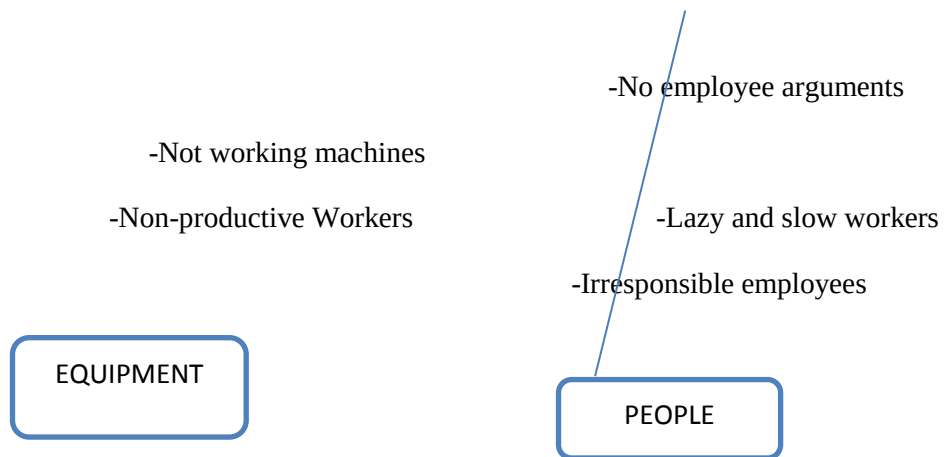
METHODS

-Lack of planning

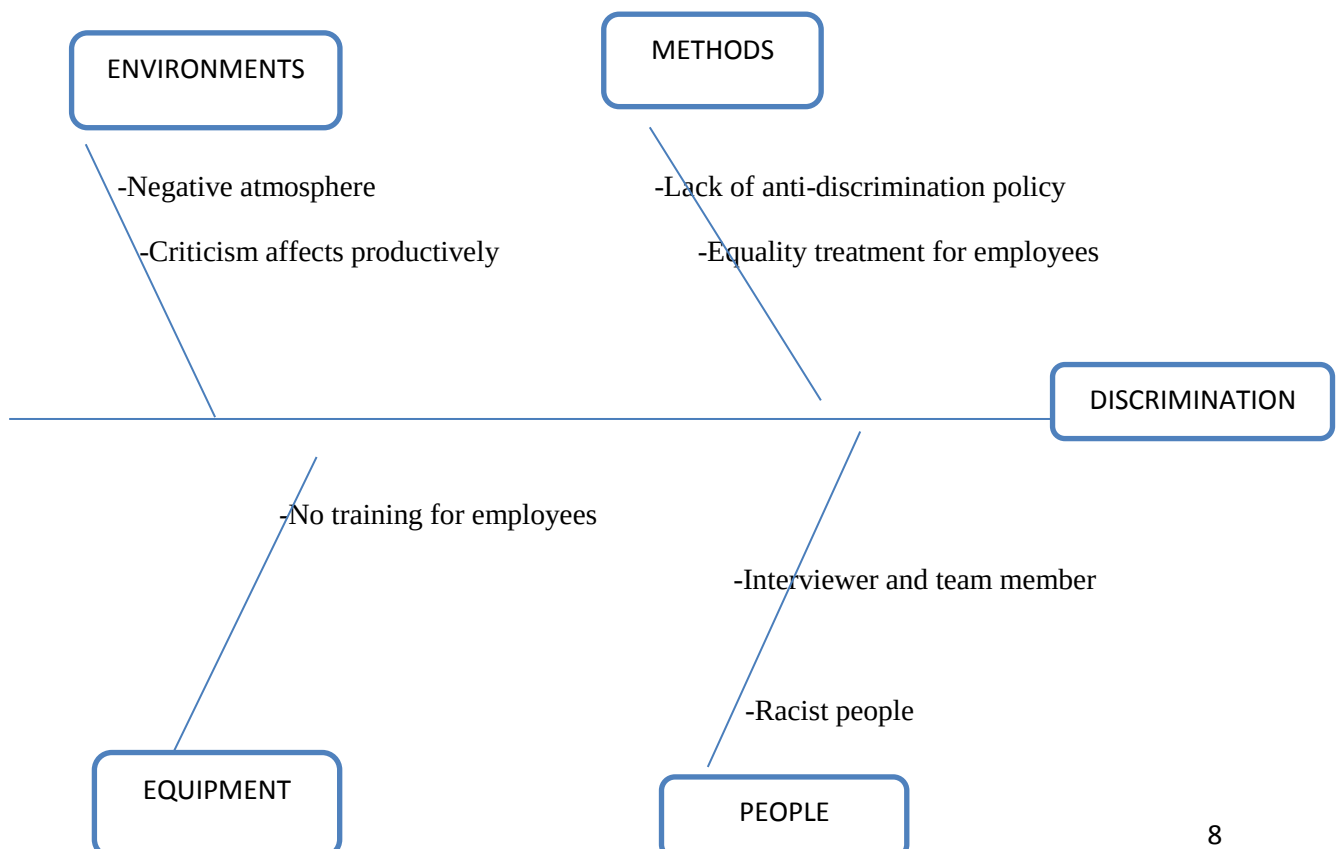


Problem 2





Problem 3



PMI-DECISION MAKING TOOL

Problem 1 solution

Managers can change sheets if is necessary but they must advice with a minimum of 4 days prior the date

What´s good? +	What´s bad? -	What´s interesting?
Employee will have time to cancel and organize for their plans More organize	Managers can still change rotes. Everyone will argue for days off	It will be more difficult to make changes.

Problem 2 solution

If any employee has been assigned to perform additional task this should be valued.

What's good?	What's bad?	What's interesting?
Employee would have the opportunity to have an extra income As a team we will help each other	Employee would be more tired as an unusual	Employee could learn more about other area.

Problem 3 solution

Employees could have monthly conversation with their employer and feel free to express.

What's good	What's bad	What's interesting?
Time to express what employee feels. Be able to solve any problem.	Not express what they think for fear of losing their jobs	It can be a good way to reduce discrimination

PLAN

Goal:

- Prevent the changed of sheets at the workplace.
- prevent additional duties for employees at the workplace.
- Prevent discrimination for employee and customers at the workplace.

Resources

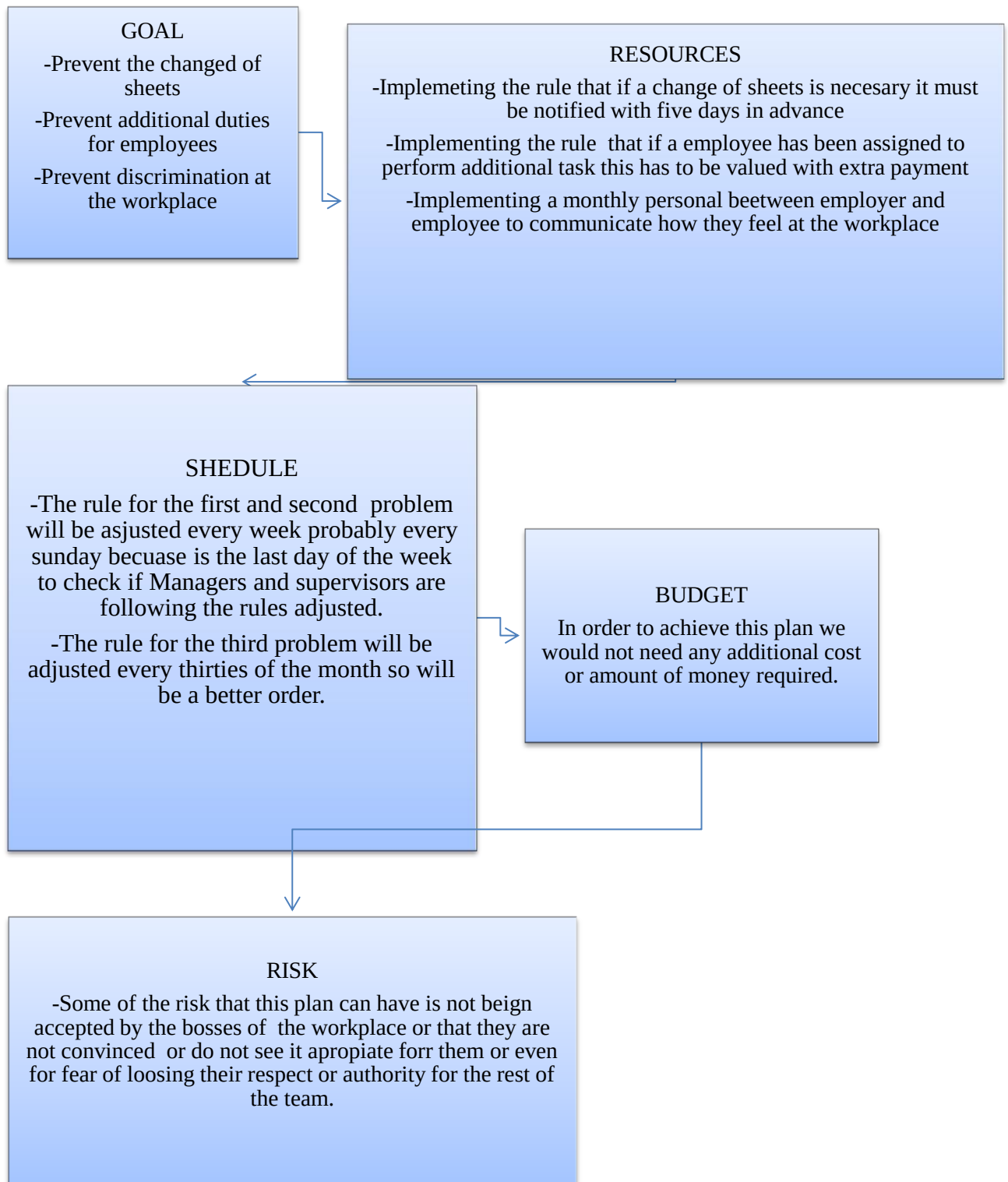
- Implementing the rule that if a change of sheets is necessary it must be notified with five day in advance.
- Implementing the rule that if an employee has been assigned to perform additional task this has to be valued with extra payment.
- Implementing a monthly personal between employer and employee to communicate how they feel at the workplace

Schedule

- The rule for the first and second problem will be adjusted every week probably every Sunday because is the last day of the week to check if Managers and supervisors are following the rules adjusted.
- the rule for the third problem will be adjusted every thirties of the months so will be a better order at the workplace.

Budget

In order to achieve this plan we would not need any additional cost or amount of money required.



CONCLUSION

In this assignment I have mentioned three problems I have experienced in my previous job which I have analyzed in detail and I have developed a series of alternative solutions through techniques and tools that help me to choose the best solution to the problem. In this assignment I have recognized the importance of using the decision making technique to evaluate solutions for both personal and non-personal problems. This report looks at the fishbone technique that is one of the most popular techniques in problem solving because it helps us to identify the possible causes of the problem. In addition to this I have developed a plan to find the way and the order to implement my decision and solutions to the problem I had experienced in my last job place. This module has taught me a lot for my work, academic even social life because I have learned how to solve my own problems by applying professional techniques to find the best solutions ,orientation and order to my problems. Thanks to this module I can now analyze in detail and conclude many solutions and decision in situation in my life or even someone else showing to them the techniques or tools.

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