

**University of Wales Trinity Saint
David**

**EMPL 4008
Problem Solving**

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PART 1

1.1-Introduction

City of west Minister College is one of the oldest colleges that is still running in the UK. The college enjoys a history of more than one hundred years. The institute was opened first in Paddington in 1903 thanks to the efforts of Fabian Sydney Webb, then chair of the technical education board of London county council.

The most important subjects in the institute were physics, chemistry, building, domestic economy and dress making.

The college grew up to accommodate young students after World War 1. The organisation could provide accommodation for over 7000 students in London borough of west minister. The name of “City of west Minister College” was given to the institute in 1990.

City of west Minister College has 3 campuses in central London. Paddington green campus, Maida vale campus and the cockpit are 3 main campuses of the college.

The college is working in partnership with lots of leading universities and in connection with employers and organisations to ensure that the courses are useful for student to draw a plan for their future. (Source: city of west minister college website)

I have been working for this college as a teacher assistant voluntarily for 2 years. So, that is why I am choosing this college to work on one of the problem that I faced there.

Define the problem

When I started my job at city of west Minister College, there were some shared rooms for lecturers to spend their time in break time, research about their subjects and study, plan the quiz questions for the students and check the student's quiz paper work.

The problem started when I realized that there were too much talking in the office between some lecturers. The college had hired some new tutors who were from the same country. They usually started to talk from the moment they entered the office.

All other tutors who were there relaxing or studying affected by this problem. As a result of this problem, other tutors could not concentrate on their works, could not manage their time to study new things, neither they could make themselves relax. This problem also could affect the teacher's performance as they could not refresh themselves for their later classes.

I think the problem occurred due to lack of a regulation about too much talking in our office.

The stage of the problem

There are different kinds of problem that may occur. Some are simple that may need an instruction to overcome. Some other problems are complex. It means there is not specific recipe to solve these kinds of problems. Complex problems may be unique for everyone. Silverman (2012)

I consider "too much talking" problem a complex one because every individual is different to deal with. There is no specific instruction to deal with all people talking too much in the work place.

1-2.Critical thinking

Critical thinking in general, defines the ability to gather and analyse the information and make a judgment based on extracted data. Nordquist (2017)

Good critical thinkers usually have good expertise to come to an appropriate conclusion from a set of information and data. They can also recognise a difference between useful, less useful and non-useful data to assist to solve a problem or make a decision. Doyle (2017)

For being a good critical thinker in that case, I had to analyse the situation, communicate with other colleagues who were experiencing the problem and share my ideas to them and had to be creative to have new ideas to solve the problem. I also needed to be open minded to accept other's comments and think about them.

I started to search about the ways to deal with a colleague who talks too much. The followings are some simple actions against a talkative colleague: McFarlin (2017)

- Ask the manager to define a workplace regulation about this issue
- Ask others to show they are not interested in chatting at the office
- Ask manager to move the talkative colleague's chair to be separate from each other
- Use headphones in the office to show that we are not interested in chat
- Be upfront and talk to the talkative one directly and explain the situation for them. Henry (2011)

I shared the gathered information with my other colleagues and asked them to share their own ideas as well. There were lots of other ideas from my friends and we discussed about each of them. We had to choose some more useful ideas and make decision about implementation of the ideas.

Finally we decide to

- 1- Ask our manager to define a written regulation and install it above everyone's desk.
- 2- Ask our talkative colleague directly not to chat at the office and explain for them that their too much talking distracts others.

As a result, thanks to critical thinking and brain storming, we could make a good decision and solve our problem.

PART 2

2-1. Key influencing factors (PEST)

P.E.S.T analysis is a deep analysis of the environment that a business is located in. the analysis considers four important factors that can affect the business. Dcosta (2017)

These factors are

- Political: External political aspects like government regulations and laws that can affect the business.
- Economic : The economic issues like inflation, unemployment rate and interest rate that affect the business
- Social : The environment of the market and the culture of people that may affect the business
- Technological : How technology can introduce the product or service of the business to the market is considered



Fig 1. PEST analysis

- City of West Minister College which is an international college, can be affected by above mentioned factors. From all Political factors, “BREXIT” which is a hot subject today, can lead to less European students and finally less students. It means that less students come to register in college and as a result, the college will have less income.
- Interest rates can affect our college and every business, because bank loans are a very important source in our business and increasing interest rates can disappoint the managers to count on loans.
- Considering the market and what people need more to learn is one of the most important factor in a college business. It may cause new courses and hiring new instructors.
- Technology is a very important factor that new generation like it very much. As to how our college introduce its courses and programs in social Medias, is very important.

2.2- Letter to my line manager about the impact of PEST in our business

Dear Mr.Young

According to government regulation, Britain is going to exit the European Union before March 2019. This political issue will impact our college and our European students will be less. As you may know, the European students are gradually leaving the country right now and we might not have enough student to hold some courses. Please order new research about alternative courses after BREXIT.

The economic situation also forces our college to find an alternative finance supplier instead of bank loan because the interest rates are increasing and it does not worth getting loan from banks. We can rely on sponsors to supply our college's budget. I think it is a good idea to look for new sponsors to help us with our problem.

Regarding new constructions in London, I think the social situation and eager to work in construction field forces our college to held new courses about building, refurbishing and reconstructing houses. The new courses will keep our college in the market to attract new students register here.

The new generation are really close to technology and they like to use new technologies to their routine life. We can keep the market with adding new courses innovative technologies. We also need to introduce our college through advertising in social Medias. Please order a team to research and analyse new political, economic, social and technological situation to help us remain in the market and attract new student to grow up our business.

Thank you in advance

Best regards

Khatereh Mirzajani

PART 3

3.1- Employee behaviour

Employees play the most important role in work environment. The behaviour of employees is different from person to person because every individuals have their own characteristics. The employee behaviour directly affects the business positively or negatively. For example when an employee is kind to help the customer solve their problem, it draws a very good picture of whole company in the mind of the customer. It is also the same when an employee have good performance and have good communication skills. Lack of good behaviour also affect both the employee and the business negatively. Mcquerrey (2017)

There are different types of employee behaviour. As it is mentioned before, there are different individuals in workplace that have their own types of behaviour. Some common employee behaviour types are as follows: Silver (2017)

- The commander
- The Attacker
- The pleaser
- The drifter
- The performer
- The avoider
- The analytical
- The achiever

I pick two common behaviour to describe briefly:

- 1- The Analytical employees: they are usually very precise about everything. They double check all their works and are very sensitive about their work results. They like to check and supervise others actions and works as well as their own. They are not easily ready to accept changes in work rules because they always notice the negative points of a new idea. They are more successful when work individually rather than

work in a team because they usually do not trust on others work. They like to be praised because of their predicting ability.

- 2- The commander employees: They usually consider as aggressive and dictatorial. They always like to go to the main work immediately and do not waste time to analyse and act tactfully. They like to show that they are initiative. An employer can trust a commander to complete the project before a deadline. They usually do their best when they are given a responsibility to be a team leader because they like to take charge of the situation.

Techniques of managing employee behaviour

Managing the employer behaviour is one of the important aspects of management. Mismanaging the behaviour can be part of the problem itself. There are some tips and techniques to manage employee behaviour:

- **Directly feedback and correct employee behaviour** when there is a behaviour that can affect the business goals.
- **Illustrate the way to change the behaviour for the employee.** There is no need to force them to change their behaviour immediately because forcing the employees usually have negative results.
- **It is a good idea for a manager to focus on one problem at a time.** A manager may find several problem in an employee behaviour however, dealing with too many problems at the same time can have disaffection.
- **Trying to identify difficulties that an employee has in his way to success** is a good technique for a manager to help the workers overcome their problem and change their behaviour
- **Consider the environment circumstances that may affect the employee behaviour.** There might be the behaviour of others who expect more than usual from the employee which put them under pressure . Knowing the environment situation

is a good technique to manage the employee behaviour. Hedges (2015)

PART 4

4.1-How technology affects business

The technology has totally changed the types and rules in most of businesses. Business owners can implement technology in their workplace to reduce the costs. Business technologies can also improve communication between the employees. Emails, websites and applications known as “apps” help improve communication with the customers. Also, business technologies help the businesses improve process of information and increase velocity of the process. The technologies help the business expand and have larger market rather than marketing in local areas. Vitez (2017)

Flexible work time is achievable nowadays with the help of technology. Because lots of works can be done by the employees online when they are home or in their way to work. Also there are lots of new type careers that are related to technology. Internet access is a vital requirement for business today and it is almost impossible for business owners to back to traditional methods of running business. Mayhew (2017)

Our business like any other types of business needs to implement technology and advanced devices to improve productivity and performance. There are some advantages and few disadvantages to use technology in our college. Nowadays, we have systematic assessment in our college. Whoever wants to register in City of West Minister College needs to attend an assessment session. There are advanced

software to do this assessment and clarify the results immediately after ending the quiz. It saves time and cost for both the college and the students.

The college also has an advanced improved website to introduce the courses, explain the time and date of the classes, the cost of each course and even to register online. Students had to come to the college to ask any of above mentioned questions. It can increase the speed of the process and save time and cost.

Despite all the positive impacts of technology in our business, there might be few negative point.

Some careers in our college are eliminated because of technologies. The software programs can perform faster and there is no need to an employee to some jobs. As a result, the college had to make some employees redundant.

Also, installing monitoring devices in our college may have a bad affect in the employees mind because they think they are not trusted by the company and all their works need to be monitored by the managers. Hanly (2017)

Conclusion

In this assignment, I tried to define a problem and show some techniques to overcome and solve that. I also tried to define PEST analysis and impact of that in our business. And I defined 'employee behaviour' and techniques to manage some types of behaviours and finally tried to indicate some advantages and few disadvantages of using technologies in our business.

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