

Problem solving and decision making

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Introduction

The purpose of this assignment is to show my understanding of the module by being able to write a report using the problem solving techniques and tools. I will need to pick up three issues from my workplace and to write it down.

Based on these issues I should write my report by define them, understanding the factors which cause these issues in my workplace, evaluate them, analyse all the solutions which can be used and to find the best solution of solving it.

At the same time, I should use the techniques and tools I have been taught during my studies by proving my understanding of these topics. All these tools has to be used in order as it can cause a misunderstanding of issue and the solutions of solving it by not following it.

Specification of the problem

According to my workplace issues, I will mention three of them which I think that it has to be taken more seriously than they are doing it.

1.1 The first issue in my workplace is that people working for this company are not staying for long time. As they may quit the job after a short time very quick.

1.2 The second issue in my workplace is that buddy trainer are not respected enough by normal employers. By expelling you what is a buddy trainer? A buddy trainer is the person who teach the new beginners who joins the company by how they should do they role, depends if they are waiters or grillers. At the same time, a buddy takes care that everyone is following the healthy and Safety of the restaurant and making sure everyone is following the rules.

1.3 The third issue in my workplace is that there are staff who are not trained properly.

The weak sides of causing the problem.

According to this topic I may use the SWOT analysis for a better understanding of the problem.

SWOT analysis of the company.

Strength

1. A strong brand name.
2. A strong company.
3. A strong competitor.
4. Good benefits
5. Nice vibe

Weakness

1. Under staff
2. Low salary
3. Weak service
4. A really low difference of salary between a supervisor and just a normal worker.
5. Big taxes by the company
6. No tips
7. Staff with a low understanding of English and speaking.

Opportunities

1. A easy personal development
2. Making new friends
3. Meeting wise people
4. Gaining a really important skill. (Communication)

Threats

1. A bad customer behaviour
2. Illnesses

Having the SWOT Analysis of the company I can go through the issue I have mention above and to see what the factors are causing this issues.

2.1 The first issue I have mention saying the quick quitting from the company. The factors causing this can be low salary, big taxes by the company, no tips and a really low difference of salary between a supervisor and just a normal worker.

Why these factors could be a problem?

Firstly, living in London it is an expensive town and most of the people is expecting the jobs to be paid more valuable than outside of London. That is why everyone is trying to avoid jobs paying the minimum salary. The ones who may really like their role and they are thinking to develop themselves on this company can quit the jobs because seeing a 20p difference of salary between a supervisor and a beginner. They are just losing all the motivation of keep improving and trying to reach the next step.

2.2 Going through the second issue, I can say that the factors are being under staff, no difference of the salary between the roles and by my opinion is that there is not enough support from the management team as well.

Answering to the same questions is that being under staff people are not going to feel this big difference of roles between them because as a buddy you have to make sure that everyone follows the rules and teaching beginners but having two people on shift you cannot be as serious with them as you are actually supposed to be. You will choose a more friendly way. Support by the management team, most of the staff does not know that a buddy trainer has a real big importance in the company and a lot of responsibilities. Everyone thinks that the job we are doing is all up to managers, so they are not taking us seriously. We have been asking the managers of their support by telling the people that they should tell everyone of being more respectful to a buddy trainer as we are aware of their personal improvements and company's improvements too.

2.3 The last issue of having untrained staff it can be caused by staff with a low understanding and speaking English language and a bad customer behaviour.

Basically, the priority language is English, and everyone should be able to understand and to speak during their work. As most of the employers are from around the world their first language is not English and being as a buddy you should be able to explain all rules and steps properly, so the learner will understand properly, and he is going to put this in use. By the way, you may have a good speaking English buddy, but the learner could have a low understanding of English, that is causing the untrained staff in my workplace. One more thing to mention is that each person needs a different time for their learning improvements as one of them can take up to 1 week and someone else

up to 3 weeks. The company is giving only a-week period of time for teaching a beginner. A bad customer behaviour can affect the staff training too. As we meet bad customers during the work, the trainer can lose their motivation of learning something by being abused by a customer and they are just thinking how to get a new job.

Alternative solutions to the problem

Based on the factors I have mentioned above I will give some solutions which could work solving them.

3.1 Considering the first issue and the factors which is affecting this problem I could say that firstly we could increase the payment of workers as it is in Central of London. If not, we could add an optional service charge, at least they will get a penny from each order. This way they will be more motivated of having more orders each day. Moreover, this could change the whole company and the whole system. I think that we should have more respect to the people who are ready to develop in this company by showing them for what they are really fighting as I said that the difference between payment of the supervisor and a griller is the same salary. This has to be changed for 100%. If the salary could be increased the taxes can be left unchanged as having big taxes means a better benefits for our pension term.

3.2 Basically, the second issue could be solved easier than the rest but it is all depends about the management team. They should know how to make the beginners to prioritise the things which has to be taken as a joke and the ones which has to be taken as an order from the people who are above them. It is all up to the restaurant manager to make sure to deliver a correct information to them.

3.3 Based on the factors which cause the third issue is that most of the staff has a low understanding of the main language spoken (English). So, if I could think about any solutions which could solve this problem, I may say that we should find a way to hire people at least knowing the basics of understanding! Or at least having people who could be a translator for them, but it is going to be hard to communicate with them anyway. Giving a solution to this issue is just to hire people knowing the main language speaking and listening .

Decision making techniques

According to my experience and the technique I used to solve these problems, I do have some steps to follow like define the issue, identify the main fact causing this issue by discussing the advantages and disadvantages of this and explaining why do I think these are the facts of causing it. Then, I am trying to find the closest solution which could solve this problem.

By example you could see above, I defined the issues from my workplace, identified the weaknesses of the company which I may think could cause this issue and at the same time explaining why I think these factors could cause it. Then, I have given some alternative solutions of solving these issues.

Based on this, I can make a plan of implementing the solution and arriving to the final stage of calling the problem solved.

A plan for implementing the problem

As I have covered the steps of defining what the problem really is! Now I am able of passing to the next stage.

5.1 Based on the first issue and the steps I went through I may say that it can be solved by people working for this company. They should write a petition all together and it must be voted by everyone and sent to the main office of company for the next move. As they will accumulate a lot of votes by people the main will not have a chance as they will do most of the stuff asked by people just for keeping them to work for them.

5.2 Based on the second issue. The steps which have to be taken by solving it. It should be a group meeting with the management team in private. Then, all the buddy trainers have to drop out all the unsatisfied comments by staff in their address and the changes which should be taken. I mentioned all together because being a group of people unsatisfied of the same problem it can be taken more seriously as they will not allow to themselves to lose people who are really interested to develop themselves in this company.

5.3 By solving the third issue, I will be honest, but I am not sure if there is any solutions which could really help with this. As making English lessons for the beginners it is waste of money and not hiring people who are not able to speak English it is going to be loss of money as they will not have enough people to work for them. I do not have a realistic solution for this yet.

Conclusion

In conclusion, I may say that I have covered an important module and topics for my future plans by becoming an entrepreneur. As it will help me to understand my people and the issue which can be involved during the journey of working with them. I feel really filled up with an important knowledge learnt from this module and gaining an important skill of writing this report. It has been an important journey for me, and I can say surely that I will be able of solving a problem in my company by using my steps which I have followed above in my report.

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Appendix

(The Role-play)

The questions for Role play (Problem solving module):

Me: Hey Rahman. How are you?

Do you know why I called you in the office? If not, basically I know the way you can work and how good you are, but I have received some unreal feedback about you last week from the supervisors. So, I would like to sort it out as I don't want to lose you because we need people like you.

Answer : Hi, I am all right! I would like to speak with you about a problem which is following me for a long time.

Me: Yes sure, could you explain me your problem wider?

Answer: So, I am not sure how to explain it, but I feel tired and at the same time I am always angry with everyone. It is like being out of my mind, I feel that mentally I am not able to work at the moment.

Me: Alright, I hope this is not going to bother you if I will ask you this question. Is there any issue coming up about your health since you start working for us?

Answer: Honestly, I do not feel sick or something like that. All I feel is like I am lost and everything I start to do is irritating me. I am getting upset quick. I have started to overthink every time and thinking that I do everything wrong. And when someone is trying to give their help to me, I may get angry.

Me: May you meet any problems outside of work? Perhaps at home or any other places which makes you to feel uncomfortable here.

Answer: Yes, there is one! I think that could be my studies. I always think about them that I have to do some reports or recap to gain my knowledge about the topic, but I am always exhausted of doing that, as I am working a full-time job, living really far away from my job and the trip at home from my work is just killing me. I always blame myself that it is my fault that I am not finishing my stuff properly. As well I do have a business plan coming up, and I am spending a lot of my worth and time for this too. All these stuff in my head is just killing me mentally.

Me: Did you think about moving more closer to your university or work?

Answer: Yes, I thought about this as I spend a lot of money for the journeys to get at work and university, but I cannot move right now as I do have friends which I live with, and I cannot just leave them.

Me: I understand. Did you try to join any activities what could make you to just relax your head a bit? By forgetting a bit all the problems around you.

Answer: Yes, I do gym for this. As I am full time job, sometimes I may work the entire day, I do not really have enough time to attend the gym and as well I am getting upset on me that I am not attending this. Blaming myself that I am not serious to myself and unorganised.

Me: I can see that the whole your problem is in your head. As you told me that the activity you are attending is gym so how did you feel about Covid-19, is there anything bothering you about this?

Answer: Being honest, I never was taken this seriously as I think that everything has their purpose and trying to not get this on my head as it is already full. Most of the people is just panicking too much for no reason. Instead of trying to live with this virus they are trying to make people to be afraid of this.

Me: Maybe there is anything what would you like to change on your role that could help you to feel more comfortable?

Answer: Yes, I do, I got really bored to do the same stuff since I have started this job. I really would like to do some different stuff which I do not know yet. That could help me to improve my knowledge and experience.

Me: You know that actually now we have a new free role with training included, it is all about paper works and being responsible that everyone is following the rules. What do you think about this? Would you like to try it?

Answer: That sounds great! Of course, yes yes yes!

Me: Great!!! As I can see you more comfortable now, I am happy too. But after all our conversation I decided to give you a few holiday days, you are going to be able to rest mentally and physically from all the responsibilities. After your holiday you will start your new journey with us!!! Freshly. What do you think about this???

Answer: Yes, that sounds amazing!! Thank you very much. I did not expect that.

Me: Great!! I will approve your holidays straight away. Hope you will get better. If there is going to be any further issue do not hesitate to come back to me and speak. Have a wonderful day.