

Role Play Problem Solving and Decision Making

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Role play based on the Case study

Analysing the case study will be discussed :

- ▶ the nature of the problems,
- ▶ the impact of the problems,
- ▶ alternative solutions
- ▶ causes and effect analyses

Nature of Complex Problems

Based on the case study we found, some of the factors that could affect the employee are:

- ▶ the lack of communication,
- ▶ lack of trust,
- ▶ lack of motivational benefits,
- ▶ lack of proper equipment,
- ▶ no recognition for your work,
- ▶ a rude manager and a harsh schedule.

Impact of the Problems

- ▶ Being unhappy at workplace
- ▶ Feeling very unmotivated.
- ▶ Having headaches because of the problems
- ▶ Feeling very stressed.

Alternative Solutions

- ▶ it's important for employers to understand the impact that workplace
- ▶ unhappiness can have on their employees' physical and mental well-being.
- ▶ It's also crucial for them to address the root cause of the problem.

Causes and Effect Analysis

- ▶ Recent research shows that about a quarter of British citizens report being happy at work most of the time.
- ▶ Employee motivation and job satisfaction can be seriously impacted by lack of appreciation.
- ▶ To have a clearer understanding of Causes and Effect is recommended to use the Fishbone diagram (see next slide).
- ▶ Reference:
- ▶ Metro.co.uk, Available at: <https://metro.co.uk/2022/01/26/more-than-a-third-of-uk-workers-are-unhappy-in-their-jobs-15984082/> [Accessed 15th April 2023]

