

Report on Problem Solving and Decision Making

Module number : BMSW 4004

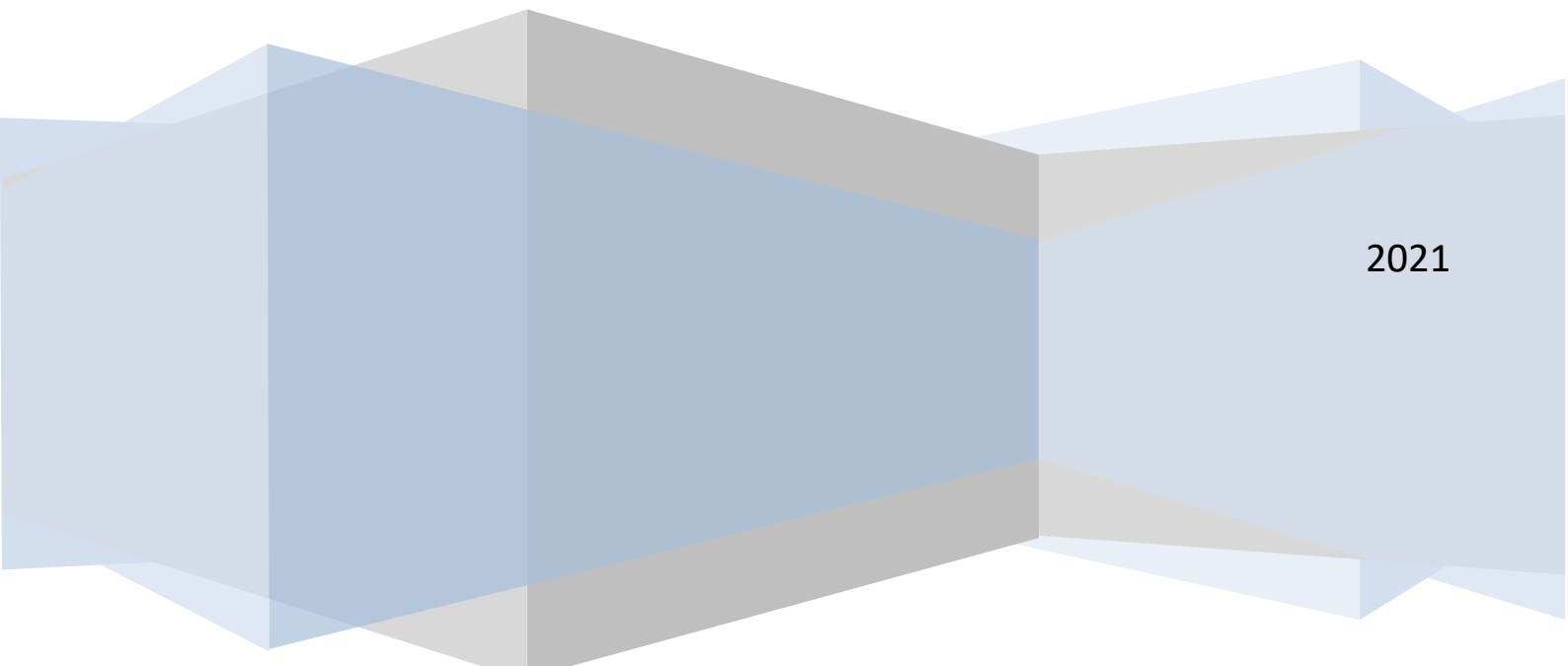
Term 3 group 1

Assignment task 2

Hanane Afailal Tribak

ID number : 2017977

Lecturer Charles Oham



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Introduction

Strong leaders who use good management skills affect the company in different ways, such as reducing employee dissatisfaction, improving moral and encouraging employees to be more productive, on the other hand bad leadership leads to more problems for the company, it is negatively affected in the long run as a result of bad management.

A bad leader is more than just someone with delegated control, that is, not only focusing on assigning tasks to employees, but also on them. they lack leadership skills, enthusiasm, and team spirit, and always focus on the negatives. the manager who is difficult to deal with is a manager who has a set of harmful qualities and methods of work, or apathy, inability to take responsibility, or narcissistic.

Definition

Bad management can affect employees and the company in general, there are incompetent managers, who cannot meet the challenges of employees and keep them motivated, in addition, there are many bad managers who do not care about encouraging employees and their affairs, managers may not be able to balance budgets, increase revenues, or perform other important tasks efficiently in addition to the economic and social consequences of failed management, and therefore this leads employees to complain about poor leadership at work. where bad leadership lacks the skills and qualities necessary to lead a team, the persistence of bad management can lead to employees searching for an alternative elsewhere and thus a defect will occur in management, which leads to bringing in new employees and then starting the training process again and all of this it negatively affects the productivity of the company.

Information on the identified problem

In this report I will discuss the bad management in the company (**restaurant**) the characteristics of the bad managers and the effects of that on employees and the company fall into

Not admitting a mistake one of the signs of bad leadership in the company is the lack of recognition of the mistake. Among the most famous abuses among the ranks of bad leaders is the frequent criticism of employees and mentioning their flaws in front of everyone while disrespecting the privacy of others, which leads employees not feel appreciated, fear and confusion, and most of time leaders avoid admitting this problem.

the management is unique in making decisions related to work and the company without involving employees and taking the opinions of people who directly supervise work matters.(McClelland,1987)

not to involve employees in strategic management process in the institution, and to impose strict laws set by the administration without any discussion or consultations, even if they are not commensurate with the conditions of the employees and their material and moral needs. with a lack of attention to their affairs within the company, in addition to not giving them their basic rights that motivate them to work hard in order to make them work actively and with high morale, and this is what pushes employees to slacken at work and thus leads to decline in professional performance and negatively affects the decline in work company. (Mayer,1983)

the employee's discomfort in his work, and working in a tense atmosphere makes the employee tense and anxious, which reduces his focus and suffers from anxiety that leads to a lack of good productivity, and he can also suffer from tension that leads to depression, so the employee becomes

permanently absent from work. a study of psychologists said that the private sector loses annually in Britain amount of 9 billion pounds as a result of absence due to psychological disorders that make the employee miss work because of these psychological disorders that make the employee gets sick leaves. the greater psychological pressure on the employee in his work of absence that employees obtain legally and justifiably, this leads to great losses.

Decrease in profits : one of the consequences of mistreatment on the part of the manager, affecting on the profitability of the company, this can happen if the management is so bad that employees think about looking for work elsewhere instead of achieving the goals of the company, in most cases where companies suffer from low profits, the problem can be linked again to the lack of skills required, which increases the possibility of mismanagement.

low stimulation : a manager who cannot communicate with employees and struggles to settle employee issues can create a bad company culture where employee morale and motivation drop dramatically.

One of the biggest effects of poor management is high employee turnover, whether the manager is pushing employees away with poor people management skills or employees choosing to pursue a career elsewhere because they believe they will have a better chance of excellence based on encouragement, co management, and effective support. in order to highlight their professional capabilities, in high turnover rates can lower productivity, weaken employee morale, and thus affect the company's reputation as being not motivating to work in it.

solutions

- dealing with employees affectively: remains one of the important administrative arts that every manager must master.
- communicate with the employees on a regular basis. one of the best ways to develop the company's employee ,s skills is to communicate effectively, but what should focus on is the value of this communication.(Proctor,2018)
- the manager must try and strive for clarity, accuracy and comprehensiveness in communicating with any employee, whether it is personal communication, via face to face, e mail or a call.
- help employees develop: studies have shown that the majority of employees feel that their manager does not care about their career growth. it is therefore essential to give employees a chance to grow in new roles, as this will help them keep employees engaged and help them to build their skill set so that they can contribute more to the company and its prosperity.
- the manager can help his employees grow through having internal training such as visiting the conferences and seminars that discussion the employees need, and how to develop them in the company.
- The manager should avoid scrutiny , if a manager tells his employees how to do every little thing, he is putting pressure and bullying on the employees.(Ziegenfuss,2002)
- avoiding continuous reactions : it is very important for the manager to comment and give feedback to his employees, but without overstepping the boundaries, as this suggests to the employees doubting their professional abilities.

- Providing privacy: the manager does not force the employees to disclose their privacy, but rather they must be allowed to work at their convenience and give them complete privacy.
- Employee rewards : when a team members do something exceptional at the company, the manager should reward him with a small reward, a small keepsake, or even just a vocal recognition. but this honour should be in front of the whole group, this has great benefits in the psychology of the recipient, as this behaviour is considered one of the finest transactions, and therefore the employee feels satisfied, as it is considered as an incentive for employee as well as for the group that shows that the hard work is rewarded, and that the reward is according to the amount of the work done in the company, so as not to give the manager a biased image to one person without the other, there should be no bias for one party at expense of another.

Decision making technique (Swot analysis)

Strengths High demand for food served. The location of the restaurant is located in the city centre Restaurant prices are not above average market prices. Active advertising	Weaknesses Salaries for employees are lower. Improper work of the restaurant staff. Staff dissatisfaction with the manager.
Opportunities Attract new customers through special offers Improve the overall customer experience Demand for home delivery services build our brand awareness. Streamline product features to reduce costs.	Threats Rising fixed costs. Key competitors gaining market share. Weakening supplier relationship. Home delivery competitors . Bad management.

Plan for implementing the solution

The company aims to increase sales by 20% during the current year, and will work on creating monthly sales reports to track the company's progress with a focus on increasing income by 10 %over the next 6 months, also the company will supervise managers to help the productivity increases .

Increase the number of visits to the restaurant by 100% within one year by focusing on social media and improving the quality of ads. the company set the goal of increasing customers by 30% in four months with a focus on creating the first page of web search results for specific keywords in six months. (Implement strategy)

The company will assign tasks to a number of people by evaluating the skills and capabilities of the team to determine which of them are the best qualified to perform each task and the resources needed to complete the task, such as money, equipments, and employees. after that, appoint the most powerful officials in planning , producing content and marketing via social media to achieve the company's goals. (Belton,2002)

Complete each task in the company ,s business plan on time, through the use of internal reports and regular meetings. so that the company can be more informed about the progress it is making towards the goal. the company will also rely on defining the procedures it will use to monitor the progress of the plan such as the number of tasks completed, or quantities metrics such as sales or market share.

Communication with stakeholders

The stakeholder is the party who has an interest in the company, and it can affect or be affected by the business. the primary stakeholders in the companies are investors, employees, customers, and supplies, but at this time there is a modern theory that goes beyond this idea of stakeholders to include additional stakeholders such as society, government, and commercial organization. through good communication with a client or stakeholder you can gain greater understanding of their objectives and overall goals, enabling you to review and adapt how you support to deliver this. this helps businesses plan resource and identify opportunities for growth and development as it highlights areas for improvement and increased focus. (Stefan Jordev,2016)

The ways to communicate with stakeholders

- Email is one of the most common means of communication in communicating with stakeholders, with its benefits such as instant delivery of information and proof of transmission, it makes it easy to manage communications with each stakeholder and you can also monitor engagement and open rates.
- online / virtual presentations

Another popular way to communicate with stakeholders is through presentation. this can be physical or online. if the communication is online, to use video presentation software are great tools for effective stakeholder engagement and management.

- Brief report on the project

The project summary report is one of the most traditional ways of communicating with stakeholders, but still very effective. the company can customize the reports for each stakeholder. this means that each report is more useful and unique. (Patricia Mae Tagabe,2021)

- Screen to screen group video call or meetings: schedule a conference video call once a week to provide a project summary and provide any updates. it's often a good idea if there is a sudden hitch that needs to be addressed quickly.
- Sports events, lunches, team building, these are some examples of fun events that you can engage with the company and stakeholders to help build a good relationship and improve communication and trust.

Appropriate monitoring and review

bad management is one of the most important problem in the company , which it aspires to solve in order to raise the level of productivity. through this research, i worked on identifying the existing problem and the reasons leading to this problem and the motives behind this happening in the company. also touched on possible solutions to find and reach suggested solutions. (SCROV,2020)

a continuous process of collecting and analyzing information in order to reach the most appropriate solution. This process enables managers and various stakeholders to see progress and difficulties they face in achieving results. it also allows them to compare the achievements with those originally expected, and take the necessary corrective measures. Through effective monitoring, setting the main objectives to be achieved, and indicators used to monitor progress and collecting basic information on each problem in addition to the person responsible for it. the indicators collected were evaluated and reports prepared in order to identify trends and reach consensus on the necessary changes to be implemented in order to reach the desired results and goals.

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