

Personal and Professional Development



WEEK TEN
LECTURER: N. QUARRIE

Objective



- By the end of this lesson you should be able to:
- 4.1 Select solutions to work-based problems

Overview



- The reality is that there will always be work based problems. What is important in the end is how we go about solving them.
- For the rest of this lesson we will focus on steps to follow when solving work based problems, as well as, evaluate solutions to different work related problems.

Work-based problems



- “People tend to do three things when faced with a problem: they get afraid or uncomfortable and wish it would go away; they feel that they have to come up with an answer and it has to be the right answer; and they look for someone to blame. Being faced with a problem becomes a problem. And that's a problem because, in fact, there are always going to be problems!” Tim Hick (2009)

Steps to solve work-based problems



- Before we look at the possible solutions to various work-based problems lets looks at the steps that can be followed when attempting to solve such problems.
- 1. Identify the issues.
- 2. Understand everyone's interests.
- 3. List the possible solutions (options)

Steps to solve work-based problems



- 4. Evaluate the options.
- 5. Select an option or options.
- 6. Document the agreement(s).
- 7. Agree on contingencies, monitoring, and evaluation.

- Click on the link before. We will read and discuss the explanations of the seven highlighted steps
- <http://www.mediate.com/articles/thicks.cfm>

Methods that can be used to find solutions to work-based problems.



- Brainstorming
- “Brainstorming is an excellent way to get input from a variety of staff members and managers that can give your company the options it needs to create a workable solution.”

Work place problem solving



- The following are methods used in Work place problem solving
- Brainstorming
- Delegating
- Committee
- Evaluation

Delegation



- “Each member of a work group has his own set of responsibilities. Those responsibilities are based on that staff member's experience and educational background. Part of workplace problem-solving is respecting the delegation of responsibility and allowing each employee and manager to contribute his bit of information to the overall problem. Respecting delegated responsibility also helps the work group to become more efficient as a team and will increase overall team productivity.” George N. Root III

Committees



- “For example, if the logistics department is experiencing challenges with a particular shipping company, then a committee can be created to look into the issue and develop a solution. It is common for committees to be made up of employees who have the specific skills needed to get the job done. For instance, the committee to solve the shipping problem could be made up of the shipping manager, the shipping representative that deals with the problem company and the representative that deals with the more reliable shipping company that is used in order to give a model of how a successful relationship with a shipping company operates.” George N. Root III

Evaluations



- “Evaluations are used by managers and executives to compare actual performance against the goals laid out in the company business plan, or in a specific marketing plan. The analysis of those results is used to determine what issues need to be addressed, and then a plan is created to address the issues. For example, if actual sales revenue is falling behind company projections for the year, then an evaluation of the sales process will reveal shortcomings in sales methods that need to be corrected in order to get revenue production back on track.” George N. Root III

Factors that could prevent you from having the best solution to a work place problem



- Perceptual
- Emotional
- Intellectual
- Expressive
- Environmental
- Cultural
- Further reading: Please read material available at the following link:
- <http://www.itseeducation.asia/barriers.htm>



Video



- <https://www.youtube.com/watch?v=PpmhDM-pTyw>
- https://www.youtube.com/watch?v=E_oUSZBgRDM

Class activity



- In groups of four, identify a work-based problem. Explain the process and steps that you would follow to come up with a solution. Be sure to explain the solution as well.

Review Questions



- 1. Discuss the steps that are usually followed when solving a work place problem.
- 2. What are some of the methods that can be used to find solutions to work place problems?
- 3. Discuss any of factors that could result in you not coming up with the best solution to a work place problem.
- 4. Are you more confident about solving work place related conflicts?

References



- Itseducation:
<http://www.itseducation.asia/barriers.htm>
- Tim Hicks (2009),
<http://www.mediate.com/articles/thicks.cfm>
- George N. Root III,
<http://smallbusiness.chron.com/examples-workplace-problem-solving-10135.html>