Problem solving :

According to dictionary problem solving means finding solution to issues or difficulties.

In the context of business problem solving is the act of defining a problem determining the cause of the problem identifying, prioritizing, and selecting alternatives for a solution and implementing a solution.

By looking at the this definition we come to know that problem solving is basically a more complex procedure than what we saw in the dictionary . Yeah it does mean finding solution to issues but before we can find solution we should be able of answering these questions :

What nature of problem it is ?

Who created the problem ?

What possible t substitute can be used to solve this problem ?

Which substitute will best solve the problem?

And at last how can we implement the solutions we have found for the problem ?

These questions can be answered if we go through a proper channel for finding the solution for a particular problem and here we are going to discuss the steps which have to be followed in order to come up with a solution to the problem in a much effective and efficient way .

5 steps of problem solving .

These are five step one has to follow when it is about finding a solution to the problem .

👉 Define the problem :

This is the very first step of problem solving. Here the problem solver first differentiate the fact from the opinion it means that to know what the problem is and not what has been told about the problem .next here right in this step the problem solver should know the reasons of why the problem arose .this can be really beneficial as knowing the reasons is what will help you come up with a better solution . This step also include consulting for every tiny information source which might be helpful in finding out the solution . Moreover specifically stating of the problem and determination od the process in where the problem is lying are the things not to be done in this first step of problem solving .

2 : Generation of alternative :

This is step one will follow after he has identified the problem its root causes and specifying the problem .In this step The problem solver look for different Substitutes Which are relevant to the problem. This trip is about generating of different ideas. So here it is not necessary to look at the qualities of ideas. Here the problem solver goes for the quantities of ideas. So for that reason he Includes all the individuals who are involved in it.This type of generating of ideas involve all the long and short term alternatives those which are consistent with the organizational goals . And this step of generating the problem solver seeks the alternatives that might be Useful in finding out the solution of the problem and can use the technique of brainstorming which is basically the process of free thinking and generating of ideas without being bond by restrictions or boundaries.

3 : Evaluation of alternatives .in this step the ideas generated in the second step of problem solving after defining the problem in step one are now calculated for the selection in the coming 4th step . Before one evaluate the ideas generated in the above step one must know what evaluation means . Evaluation according to its dictionary meaning is the making of judgement about the number amount or value of something .now by looking at this definition we get a clear idea of what happens in this evaluation step . We look at the numbers of idea we have gotten ,and second which idea is more valuable .from valuable it means that the idea or combinations of ideas which you thin can efficiently and effectively solve the problem. This step of evaluation of alternatives must be good enough to lead you to the next step of selecting the best possible alternative.

Step 4 :

Selection of best alternative .

The fourth step of problem solving is selecting of the best possible alternative from the ideas evaluated in the third step which came from the second step of generating of alternative after knowing the nature of problem in step 1 .the reason of why I separated this selection step from the evaluating step is that selection is basically the result of your evaluation .selection is the process of carefully choosing the one out of all which you think is the best and this can only be done when you have evaluated all to come up with one best .there are different influences that matters while selecting an alternative among number of alternatives .these influences can be the benefits of alternative in finding out the solution , reliability of alternative and its efficiency etc. And after looking at all the aspects choose the best possible one .

Step 5 ; implementation and following up :

It’s the step for which all the above steps are done .the above 4 steps of knowing the nature of problem ,generating of alternatives ,evaluation of alternatives and then selecting of best is all done for the reason of this fifth step which is to implement the best one chosen in step 4 .this step of implementation consist of pilot testing which purpose is to check the time ,risk ,and performance of the solution you are going to implement to solve the problem .in this step of implementation the problem solver gather the feedback from all those who are one or other away connected to the problem to make sure that the solution they are implementing to solve the problem is acceptable by all effected parties . At the last of this step based on the final solution chosen for implementation evaluate the long term result that whether they are good enough or not .

Question no 2 :

Part (a) qualities of a leader

Before coming to the qualities a leader should have let me tell you who really a leader is . Leader is the one who :

👉knows the way

,👉goes the way

👉shows the way .

Now lets know about some qualities a leader should have ,they are the followings .

### 1 : vision : to better understand this quality let me put some quoted words **.**

“Good business leaders create a vision, articulate the vision, passionately own the vision, and relentlessly drive it to completion.” – Jack Welch

Now by looking at above quoted words its pretty clear that a good leader must have the quality of having a clear idea of what they are going to accomplish not only this but have a very good plan to accomplish and get to the vision they have set in their minds . Having a vision make you special and focused .

2: courage : the most important quality of a good leader is that he is courageous .As we know life and business are not certain there is always a possibility of uncertainties and risks whether related to life or business . A good leader has the quality to face the uncertainties beside knowing of no assurance of success he is courageous enough to face the uncertainties and risks . Being courageous means to be confident of doing things what u believe in . And a good leader is always courageous .

3 : Humility : this quality of leader is the most interesting one because of the fact that this quality involves the containment of ego . Which I think is not something easy to do . It means that you are willing to admit you could be wrong, that you recognize you may not have all the answers. And it means that you give credit where credit is due which many people struggle to do . Humility doesn’t mean that you are weak or you do not believe in yourself it means that you have the confidence to know the value of others opinion .

4 : strategic planning : one of the quality of a good leader is that he has the ability to look ahead .a good leader is the one with a good strategic plan which has good strategies not only for present but for the coming time too. And how it can be done is based on this quality of leader to be always involved in finding out the answer of such questions like .

👉 Based on what is happening today, where it going? Where is it likely to be in three months, six months, one year, and two years?

5 : focus : its an important leader's quality to be positively focused in their goals . Leaders always focus on the needs of the company and the situation. Leaders focus on results, on what must be achieved by themselves, by others .Great leaders focus on strengths, in themselves and in others. Your ability as a leader is to make sure that everyone is focused and concentrated on the most valuable use of their time which will lead to success .

Apart from these qualities a good leader have the qualities of being delegate creative , trustworthy and most important of all is to b a good motivator and idle .

Question 2 part (b)

Negotiation skills .

To briefly explain what negotiations skills are we first need to know what negotiation is . Negotiation is a process of reaching agreement or compromise by avoiding disputes .

Now this reaching of agreement or compromise can either be in distributive way or attributive way which are going to be discussed .

*👉 In distributive type of negotiation personal interest are what matters to the negotiator and doesn’t care about what others will face .*

*👉 While attributive negotiation is all about the mutual interest the negotiator are focusing on when negotiating to reach an agreement that’s beneficial for all .*

*Here are some skills one must have to be a good negotiator which are discussed in one or two lines below .*

*👉 Problem analysis ; a negotiator before negotiating must have analyzed the problem for which they will negotiate and have a clear picture of the proble in order to reach an agreement .*

*👉 preparation ; A negotiator in order to reach an agreement with others negotiators must be prepare for the negotiation means that he must know what is hoping for and how he is going to deal others*

*👉 Active listening; active listening is an important negotiation skill* means that the active listening requires that the listener fully concentrate, understand, respond and then remember what is being said.

*👉 Emotional control :* Having emotions or feelings about things is normal, but controlling these emotions is part of what allows people to negotiate with others . Keep one thing in mind that separate your actions from your feelings .

*👉Verbal communication : no doubt negotiation is all about communicating with others so in order to reach a good compromise its necessary to know the dos and donts of communication while negotiating with others .*

*👉team work : negotiation takes place in the form of teams who are negotiating on certain problem to reach a certain agreement as* you are Working with a group of people to achieve a shared goal or outcome in an effective way you follow the followings ;

* listening to other members of the team ,Taking everyone’s ideas on board, not just your own , Working for the good of the group as a whole.

Other negotiations skills are listed below

Decision making ability

*Problem solving*

*Interpersonal skills*

*Ethics .*

*A negotiator must have all the above skills in order to reach an agreement without any disputes .*

*Question no 3 ; how can I help my team to address conflicts better ?*

*Answer Employees can experience conflicts with customers on daily basis. This is how you can address my team to better deal with it .*

*👉Listen and put yourself in his or her shoes. This means that do not react first, try to understand the problem from point View of the customer. This can make the difference. This will make them feel you care about them, which will make it easy to solve your problem.*

*👉Do not make your customer to Feel like an enemy. Let me give a simple example which will make this point clear. Let’s suppose a customer who wants to return one of your products, which is not a returnable product. So instead of saying we cannot return it directly, rather say sorry it is out of the window of return. Let me see how can I help you.*

*👉 Do not take the conflict as a debate where you will only see the benefit or lost. Rather listen to what customers say. This can be a good way of getting feedback from your end customer. For example, your customer is telling you about what is wrong with your product or service. Is basically giving you an idea of how you can prove bring improvements in your products or service by avoiding the things which has created the problem.*

*(Always think Positive and try to take the good from the bad.)*

*👉 The next thing which I can do to address my salespersons to better handle the conflicts is that did not disagree with the customer right away. If you do so, it is not going to solve the problem, but it will either make it more controversial and the problem will get worse .*

*👉To better address the conflict between customer and employee, it is always better to apologize and then explain the problem or the situation in a polite way to calm down the customer. Moreover, you can offer him or her with an additional beneficial of offer, so that they get stuck with you.*

*👉 To better address with the customer conflict, it is better to resolve the problem from the top management, direct involvement in the issue. This will make the customer satisfied when he sees the top management resolving his issue. He will think that has satisfaction is the top priority for them.*

*👉Another way of dealing with conflicts of customer is to ask the unhappy customer some questions, like,*

*why is he not satisfied with product or service?*

*What is the reason that made him unhappy?*

*What does he expect from you?*

*This will help when he answers your questions you will come to know the reason of what made him unhappy .*

*👉 It is not the case that customer is always right, but what you need to do is to make him right. By doing this, your customer will. Himself understand that it is not about being right or wrong. He will understand that this is more about that you value your customers relations more than being right. I will end up with my answers here with these Golden Words.*

*(It is not always about being right or wrong, even if you know you are right and the next person is strong, still agree with him, not because of you are wrong, but because of you value him more than being right. )*

*Question no 4 How to solve the problem of constantly late reporting of employee to the accountant?*

*Answer. :*

*👉When you own a business, you relay on your employees to help you run your company. If an employee is constantly late with their report, this is how you can solve this problem.*

*👉The first thing I will do to solve this problem as that I will identify the behavior if employed. Who is reporting lead to make sure the reason of why he is doing so? If. Is he doing at habitually or is there any other reason behind it? Before I take any strict action, I first use some alternatives to make him understand and know the value of his work and time.*

*👉Here is trick that can most probably work. This trick is mostly used by mothers with their kids. Most people tend to be disappointed in themselves when someone they respect as disappointed in them. This trick might make him realize that whatever he is doing is not liked by me and he should try to change himself.*

*👉If this trick does not work, here is what I can do to solve the problem.*

*I can announce bonuses or rewards for those who reports on time and get their work done on time. These bonuses can motivate their employees to get their work done on time. If I come to know that this trick is working on him, I will praise any positive behavioral change that will motivate him even more .*

*👉In case if all of these tricks failed to solve the problem. Then there will be a strict punishment for the employees who are late reporting to the accountant. This definitely will make him change his behavior as he will try to avoid the punishment.*

*👉 the other way to solve this problem is to arrange a meeting with the employee who is reporting late to the accountant who is reporting late .The meeting agenda will be to discuss the reasons of why he is reporting late once meeting is done an I come to know the reason of the late reporting, then the decision will be taken which will be based on the reason of the late reporting. If I find out that the reason for. It is just because he is lazy or habitual of reporting late a warning letter will be issued to him by me. If the reason is other than this, for example, there is any other logical or technical reason of his late reporting, then we together will find the solution and will look at alternatives to solve the problem of late reporting .this solution will be based on where the problem his arose . If it is something solvable by me, I will solve. It in a better way, and if it is something to be solved by higher or lower authorities, I will immediately report this problem to the relevant Department.*