

Communocation practices

FINAL TERM ASSIGNMENT



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Ans 1

**Problem Solving:** Problem solving is the action of describing a problem, defining/determines the reason of the problem, prioritizing, identifying, and choosing alternatives for a solution and implementing a solution.

Problem solving is refers to our skill to solve problems in timely and an effective way without any barriers. It consist of being capable to identify and describe the problem, creating alternative solutions, evaluating and choosing the finest alternative, and applying the certain solution

**Problem solving process**

1. **Define the problem:** at the very initial stage of problem solving a manager/Leader must have separate facts from the opinion, identify underlying cusses. To identify the problem a leader must have to consult every faction includes for the information. Leader must have to specifically state the problem and specify what expectation and standards are violated. Define in which process the problem lies and must try to avoid to solve the problem without relating data.
2. **Generate Alternatives solution:** After defining the problem a leader must have to generate alternative solution for the problem, Delay the selection of one solution till several problem-solving alternatives have been projected. So he must include all the individual involves in the making alternatives. Identify alternatives reliable with organizational objectives, specify short and long term alternatives, group problem-solving methods (brainstorming) is useful tool in this phase of problem solving and then pursue alternative that may solve the problem.
3. **Evaluate and select an alternative: Evaluate all Alternative unbiased, relative to the objective standard and relative to the established Goals .Evaluate the possible and proven conclusions and describe the selected Alternative clearly.**
4. **Implement and follow up on the solution:** After evaluating and selecting an alternative for the problem a leader/Manger must have to plan for the implementation of pilot-test or initial test of the selected alternative. And then collect feedbacks from all the parties/individuals that’s is effected by the problem and look for acceptance from them (Effected parties).

**ANS 2**

**Qualities of Leader**

1. **Honesty:**  One of the leadership potentials that describe a decent leader is honesty. When you are in charge for a team of individuals, it is significant to be honest. Your corporation and its personnel are a reflection of yourself, and if you make straightforward and decent behaviour as a key value, your group/staff will follow. Thus, remember to lead by example.

### Delegate

Regardless of the condition and spot you are in, every time remember that you can’t do the whole things on your own. Good leaders identify that delegation does more than just passing the assignment to somebody else. It is believing and trusting that your staffs are able to handle the duty given to them.

1. **Listening:** The most essential communication ability for leaders is the skill to listen. Professional listening skills contain listening for the message, listening for any feelings behind the message and seeing relevant questions about the message. Listening for the message means hearing the facts correctly, without bias or being diverted by other thoughts. It’s also significant to listen for any oddly strong stresses in the sentences or other symbols of feeling.
2. **Complimenting: A good leader always complement their co-workers for their hard work and affection towards the organizational Objective to Fulfil/complete it.** Employees work for more than salary, they need to be observed and admired for their work.

For example if a worker continue do working after his working hours for the purpose to complete his task then the quality of good leader is to give them complement and praise him for their affection.

1. **Positive Verbal and Non-Verbal Communication:** A good leader must be Always use positive verbal and non-verbal communication because his staff closely observes him at every stage .even if a leader/manager got bad news they need to act positive

**Negotiation skills**

The following are Good negotiating skills

* Problem analysis to identify goals & interests.
* Preparation before meetings.
* Ability of decision making.
* Control emotion.
* Verbal communication.
* Interpersonal skills.
* Active listening skills.
* Team work
* Ethics.
* Stick to its principals.

**Ans 3**

As a manger to solve the conflict b/w salesman and the customer I will first clarify that what the is the problem and cause of the problem, and then allow the Angry customer to talk and expressed their feeling until they release his frustration and calm down then as a manger I will show my empathy to show them that I understand the customer feelings, then as manager I will try to set/establish a mutual goal for both parties where the both feels satisfied and will discuss with my team how to meet that goal with both side, during all these situation as a manger I will use the correct tone i.e don’t laugh over customer complaints. And will empathy with a soft tone. As a manager I will not leave this problem for tomorrow or postpone it but I will try to find the solution for it and remains neutral b/w the salesman and the angry customer and will never react to the rude and angry comments of the customer as am here as the manager is to solve the conflict not to make it more problematic. I will try to find something to agree with the angry customer and this agreement will be result in cooperation and collaboration. While talking to the angry customer I as a manager will remain silent until he completes his complaint and then summarize their main points and will work together with him to solve the conflict at the enf when the customers cools down and feels oaky I will set down both the salesman and customer face to face to clear the misunderstandings b/w them so as a result it will be a win-win situation for both the customer and business/salesman. As customer will gets satisfied and company will be a position of not losing a customer.

One thing is to be noted that I as manager will do all this at office or somewhere else not in the front of other customers or other salesman.

As according to the Business Term “Customers are always Right”. I will make sure that such conflict don’t arise in future.

The discussed case is solved upon the basic conflict resolving techniques which are

* Listen
* Assembled all involved.
* Be impartial.
* Do not postpone.
* Promote teamwork.
* Broadcast praise.

***Ans 4***

Here are some steps regarding to solve the problem of late coming employee, steps to deal with this problem discussed below,

1. **Identify the Behaviour:** the Accountant need to identify the behaviour of the late coming employee. It is okay if the employee having the justified reasons such as Traffic Accident ,children gets sick, etc but if the employee consistently come late consistently then he is not respecting the Accountants time or his own time.

In such case account need to decide to reprimand the late comer employee.

1. **Be Proactive:** the accountant must need to be proactive to deal with the situation by to schedule the time to talk face to face with the problematic employee bring the records of employs unpunctuality and ask him what is the problem with him that prevent him to reach office on time.
2. **Express his Disappointment:** the accountant must show his disappointment to him and point out him that how his (Accountant) record affecting so badly just because of your tardiness as you are incompetent to complete your tasks on time.
3. **Come up with the action plan or Alternative plan:** accountant don’t need to take action in rush may be the employee having some serious and justified reason of being late so he can suggest flexible timings for him or give him a later start time.
4. **Respect Person privacy:** accountant must need to ask him privately specially of disciplinary action needed. Don’t confront him in the public or in front of other employees by that he may feel embarrassed or humiliated.

## **Clearly outline the consequences**: accountant must need to develop a policy that addressed the penalties for late comers for example if someone comes late tell him that be on time and if he contently come late issue him a warning later, reduce his pay or bonus and if he don’t take it serious then accountant need to come up with strict action.

1. **Reward Improvements:** Accountant may announce good rewards for the punctual employees, so by the reward incentive a late comer employee will also try to be on time to grab the reward.