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FINAL TERM

COMMUNICATION PRACTICES

ANSWER SHEET

Q1. What is Problem Solving? Explain five steps used in Problem Solving.

ANS. Problem Solving:

Problem – a state of desire for reaching a certain goal from a present state.

Solution – the managing of a problem in a way that successfully meets the objectives set for treating it.

Problem-solving skills refer to our ability to solve problems efficiently and in a well-timed manner, without interruption.

It's about being able to identify and fix the problem, create workarounds, evaluate and choose the best alternative, and implement the chosen solution. Getting feedback and responding to you properly is also an essential aspect of skill solving.

THE FIVE STEPS OF PROBLEM SOLVING:

There are five problem solving steps that are given below:

1. Define the Problem:

The key to a good definition of the problem is to make sure that you are dealing with the real problem - not its symptoms. For example, if your segment's performance is below the standard, you might think the problem is that the people submitting a job. However, if you

look a little further, the real problem could be the lack of training, or an unreasonable workload.

2. Brainstorm Ideas:

The goal is to create a list of possible solutions to choose from. The more difficult the problem, the more solutions you may need.

3. Decide on a Solution:

The ideal solution is effective (it will achieve the goal), effective (it is convenient), and has the least number of side effects (limited effects of application).

4. Implement the Solution:

Leaders may be asked to lead others to implement the solution, the "sell" solution or to facilitate implementation with the help of others. Involving others in implementation is an effective way to gain support and support and minimize opposition to future changes.

5. Review the Results:

To know that you were able to solve the problem, it is important to evaluate what worked, what did not and what impact the solution had. It also helps you improve long-term problem-solving skills and prevents you from reinventing the wheel.



Q2. Write short notes on the following.

a. Qualities of Leader

b. Negotiation Skills

ANS. Qualities of Leader:

I really like the way John C Maxwell defines leadership, “**A leader is one who knows the way, goes the way, and shows the way**”

Great leaders find the balance between corporate forecasts, performance and character. They have vision, courage, integrity, humility and concentration along with the ability to strategically plan and catalyze cooperation between their team. Here are some Qualities of leader that are written below:

1. Self-awareness

One of the most significant characteristic of a business leader is self-awareness and the aptitude to understand one's own strengths and weaknesses.

Too often I see aspiring leaders and entrepreneurs who make the mistake of making great efforts to hide their weaknesses, instead of facing them openly, in order to find an effective solution. Or worse, they don't at all know what their weaknesses are, and rather play to their strengths altogether.

2. Decisiveness

Every effective leader needs to learn to make healthy decisions quickly.

What so many leaders forget is that no decision is yet a decision in itself. This is called "analysis paralysis".

Effective leaders often learn this lesson the hard way. And once they do, they know the value of moving quickly and confidently, even if they are not quite sure of their direction - because they know that any direction is better than any direction.

3. Fairness

Treating others the same, regardless of circumstances, is an indispensable feature of any effective leader, period.

Without equity, it has subjectivity - and subjectivity is very difficult to scale. As a leader, you can't afford to look at all situations, conflicts or personal problems with a detailed eye. The most important thing is to have principles and practices that ensure you get the positive results you want, faster. This means managing the company's internal problems with clearly established principles that are suitable for everyone.

4. Enthusiasm

If you want people to follow you, then you have to lead them with enthusiasm.

It's something I work hard to instill the people I work with, especially in my sales teams. And the best way to do that is to set an example. No employee will want to work for someone who doesn't incorporate the same characteristics they're told to have and improve, and no management team will want to shed blood, sweat and tears at a company run by someone less enthusiastic.

5. Integrity

Earning the respect of your team without having to remind them of your seniority is the definition of integrity.

Too many executives rely on their crutches. They forgive their behavior by saying, "I am the founder. I'm the CEO. I'm the manager," instead of earning people's respect by doing it and behaving appropriately.

6. Knowledge

Every business leader must be as professional as a facilitator. Too many CEOs put themselves at ease in their corner offices and stop being present in the daily lives of their

businesses, causing them to fall out of touch with employees, their peers and sometimes even their industry in general.

If you want to remain a leader – in your market and within your business – it is important to keep the pulse of what is happening, and to keep abreast of relevant facts, figures and best practices.

7. Creativity and Imagination

The ability to come up with new and innovative ideas that push your business forward is what keeps executives long-term.

Building a profitable business is not a difficult thing. What is difficult is to maintain a profitable business in a decade, two decades, three decades. And what's even harder is to take a profitable business and double their income over and over again.

8. Endurance

And finally, every leader knows that what is more important than anything else in the world is the ability to persevere, even when things go wrong.

Part of being a leader is learning to feel good about ambiguity. You don't get all the answers. You don't always know where to go. You will have your victories and you will have your losses. But through all this, you can't lose your sense of confidence. You always have to believe in yourself, and in your ability to see things to the end.

Negotiation Skills:

Negotiating skills are qualities that allow two or more parties to reach a compromise. These are often soft skills and include skills such as communication, persuasion, planning, strategy making and collaboration. Understanding these skills is the first step towards becoming a stronger negotiator.

The skills you need depend on your environment, your intended performance and the parties involved. Here are some important negotiation skills that apply to many situations:

Preparation:

Preparation accounts for 90% of the company's success. The more prepared they are before an exchange; the more likely it is that the outcome of the negotiation will be acceptable to all parties involved. The 2 most important things to do during preparation are: First, make sure you have all the information you can about the next trade. Second, think about the negotiation process from start to finish and be fully prepared for any eventuality.

Patience:

Good negotiators are usually very patient. They focus mainly on the agreement in all parts of the convention that the two parties have in common before continuing to look for cordial ways to resolve the other issues. In addition, it is important to prepare good questions to clarify and understand each point. This will help avoid confusion later.

Active Listening:

Negotiators have the ability to listen carefully to the other side during the conversation. Active hearing includes the ability to read body language and verbal communication. It is essential that we listen to the other side find areas of engagement during the meeting. Instead of spending most of his time negotiating to defend his point of view, the experienced negotiator will spend more time listening to the other side and finding evidence for further discussion.

Emotional Control:

It is important that a negotiator has the ability to keep his feelings in check during trading. Negotiating sensitive issues can be frustrating and allowing emotions to take over can make the situation worse during the meeting. This will probably lead to negative results. For example, when negotiating a good deal with a supplier, the employee can react with anger if the supplier is too persistent to keep prices high. This should be avoided at all costs and the worker should be advised to remain calm during the negotiation process.

Verbal Communication:

Skilled negotiators must be able to communicate clearly and effectively to the other side during the negotiations. If the negotiator does not clearly state his case, it can lead to misunderstandings and a negative result. During a negotiating meeting, an effective negotiator must have the competence and discretion to clearly state his desired outcome and reasonable opinion.

Problem Solving:

Workers with good negotiating skills have the opportunity to find a variety of solutions to problems. Instead of focusing on the desired objective of the negotiations, the person with expertise can focus on solving problems that can lead to communication failure and thus benefit both sides of the issue.

Ethics and Reliability:

Ethical standards and the credibility of a skilled negotiator encourage confidence in effective negotiations. Both sides in a negotiation must trust that the other side will keep promises and agreements. A negotiator must have the ability to deliver on his promises after the conclusion of the negotiations.



Q3. Sales and customer service employees can experience conflict with customers on a fairly regular basis, depending on the industry. A common conflict experienced by salespeople is a dissatisfied customer who feels personally defrauded by an individual salesperson. As a manager, how can you help your team address conflict better?

ANS. In my opinion, I suggest that I read fully only my attitude during the conflict situation, which means that I try to hear the other person's opinion without going to the defense and also try to move the conflict to a private space to avoid further problems.

So according to this problem there is a situation of problems between the serviceman (employee) and the client (customer) and as administrator I have to cancel the conflict between these two I will delete them in a few steps I will have the ability to solve after the steps below,

❖ **Stay calm and keep your body language stable:**

Before discussing conflict resolution, it may be useful to take several deep breaths. Sitting instead of standing and pulling your back can also calm you down. Legs can be placed on the floor, rather than crossed. Keep your hands open instead of crossing or moving.

❖ **Find a private and convenient place to discuss the conflict:**

Both conflict resolution and conflict resolution can be disruptive would be disruptive would be a Find a Corner or a place where you can discuss the issue privately. Conflict resolution participants should be granted the same seating rights.

❖ **Realize that there is a problem:**

Initiate conflict resolution by encouraging both sides to agree on the problem in the first place.

❖ **4. Agree to find a solution:**

Once the problem is accepted, everyone has to agree on the solution. If you reconcile a situation and a party does not easily agree to find a resolution, you may want to remove them separately to understand why and how you can persuade them to join the debate.

❖ **Work to understand the perspective of all involved:**

In the conflicts of most organizations, people do not try to cause problems. On the contrary, most conflicts often arise because of misunderstandings or not talking to each other. Taking the time to listen and understand your partners can make it easier to resolve a dispute.

❖ **Note what caused the collision:**

Humans may be under many unknown stressors that have shown conflict. Factors such as deadlines, fatigue, family tensions, health, hunger, burnout and others can lead to increased emotions erupting in conflicts.

Identifying opportunities for compromise:

To resolve most conflicts, a party must accept a compromise. As you get closer to solving the problem, look for situations where compromises are possible.

❖ **Agree on a resolution plan:**

The solution plan may include excuses and behavioral changes to prevent the same conflict from happening again.

❖ **Check that the agreement is permanent:**

Set up a checkpoint with both components to ensure that everyone follows the agreed plan



Q4. An accountant can't do their job without all the numbers. If an employee is constantly late with their reports, it affects the accountant's ability to finish up and make deadlines.

How can you solve this problem?

ANS. Help Employees Get to Work on Time:

No matter how big the company you have, at some point you will face the challenge of your late employees. This can be frustrating because many companies rely on their workforce being on guard, and ready to work at any given time.

There are some practical ways to help your employees work on time; here are some ideas for improving the frequency on time.

Establish Expectations Early On:

First, I will set expectations early on. I will make sure that new employees understand that they need to be present on time. Consider asking my employees to sign an employment contract that describes their expectations. This will determine that they accept participation on time.

Talk With My Employees:

Things happen. People get sick, cars collapse, and sometimes traffic jams can prevent even the most diligent employee from arriving on time. If my employee, who is usually on time, is late for a day, don't jump to conclusions or start working out ways to punish them instead of talking to them.

Offer Incentives:

Some companies offer positive reinforcements to encourage workers to show up on time. Incentives may include cash bonuses, gift cards, extra vacation days or can leave early on specific days. To run an incentive program, I want to make sure that I choose significant rewards that my employees really care about. For example, I could say that employees with 100% early attendance for 30 days will receive a bonus of \$100, but make sure they understand that there are no exceptions.

Don't Play Favorites:

As with everything in the workplace, it is important to always treat your team fairly. If a worker regularly arrives late, and other workers see that he has the right to get away with it, it can deter them, or even affect them to arrive late as well. This is one of the reasons why it is important to limit bad habits as soon as they start. We expect the same current model from everyone; your employees will appreciate you for it.

Consider Adjusting Their Schedule:

Finally, if you have an employee who is constantly late, consider talking to them to find out why. Although this obviously wouldn't work for any company, or for shift work, if the start time is not a problem, it's worth thinking about.

Consider Writing Them Up:

Finally, if I have an employee who is regularly late, who doesn't seem interested in finding a solution with me, I might consider giving them one last warning before writing them

down. Sometimes further disciplinary action can be the only way to get the attention of an employee who otherwise does not appreciate the seriousness of the situation.

“Staff delay is a problem that can have an avalanche effect on your business. A retarded employee can cost the company time and money and lead to lower morale in the workplace. Instead of ignoring delayed workers or letting them go, it is important to be proactive and work to find solutions. This will encourage your team to be on time much more regularly, and will go a long way to creating a more positive and productive work environment.”

