**Q No-1 What is Problem Solving? Explain five steps used in Problem Solving.**

**Answer:**

**Introduction**

Whenever you solve a problem, you need to adopt a strategy. This strategy is known as Problem Solving. Problem solving strategy has various steps. After adopting those steps in a useful manner, it is expected to get fruitful results.

**What is Problem Solving?**

Problem solving is a process of deeply seeing all the aspects of an issue for the solution of that issue. Problem solving process becomes complete after some steps, these steps review the multiple aspects of problem, and then a problem can be solved. A problem can occur independently, or it can be in a group but process will be same for solution of the problem. Whereas, steps and approaches can be different in this process.

**Explain five steps used in Problem Solving**

In order to solve any type of problem, you need to follow these steps. If we miss any of these steps, it can either cause the solution not be applied correctly or it can cause the problem to reappear.

When you get to know these steps, you can then get inventive with the approach to discover the solutions you need. Following are the five problem solving steps**:**

1. **Identification of the Problem**

The first step includes the identification of the problem before you start, whether you are solving the problem as a group or individually. In case, you don’t have a single view about the problem or what the problem is, then either you’ll fix the wrong problem or something that doesn’t need to be fixed.

In order to know that why the problem is occurring and who is impacting it, you need to spend some time on its elaboration and then write it down and finally discuss it to have a clear view point regarding the problem.

1. **Ideas for Possible solutions**

As you get clarity on the problem, your next step should be to start thinking about every possible solution of the problem. Since you want to come up with as many potential solutions as possible, this is where you go big and broad.

Just taking the first idea is not enough, you should build as much ideas as you can, the more ideas you create, and the more expected you’re to find a solution which has lowest effect on the team.

1. **Decision on a Solution**

The decision of selection of solution is most important step. When implementing a solution, its impacts on others should be kept in mind; either you implement it individually or as a group. Ask queries like:

* What will be their reaction to this change?
* Will there be any need to change anything?
* In order to make any change, who do you need to inform?

1. **Implementation of the Solution**

Once the solution is implemented, you should be prepared for its feedback and you should plan for this. Next to rolling out the solution, demand or request feedback on the success of the adjustment and change made.

1. **Review, Repeat, and Enhance**

The step to make change should not be one time action. Time should be spent to review the results of the change to ensure whether it has made the mandatory impact and met the preferred outcomes.

Make amendments and alterations, where needed, to further improve the solution implemented.

**Conclusion**

As a conclusion, it can be stated that problem solving is a useful strategy to solve any problem. The steps of problem solving are important and have vital effect on solution of a problem.

**Q2. Write short notes on the following.**

**a. Qualities of Leader**

**b. Negotiation Skills**

**Answer:**

1. **Qualities of Leader**

Leadership plays an important role in growth of a business. A leader plays vital role in the efficient working of employees. A leader possesses various qualities some of which are as mentioned below:

**Righteousness and Integrity**

Without real integrity, there is no success. Whether it’s a football field or in an office, a section gang or in army, integrity is required for success. The 34th President of United States, Dwight.D.Eisenhower once said: “**The supreme quality of leadership is Unquestionable integrity.”**

Integrity and honesty are two essential qualities which make a good leader. Success of leaders is possible only if they stick to their core beliefs and their values. For sure, it is not possible without ethics. The followers can’t be honest, if the leader is dishonest himself.

**Quality of Confidence**

An effective leader should be confident enough to ensure that others follow the directions and guidelines of the leader. It’s quite obvious that if a leader is not sure about his own decisions, then subordinates will not follow the leader. As a leader, one should be filled with zeal and zest, and show some boldness to gain the respect of assistants. This doesn’t mean at all that a leader should be over-confident, but a leader should have enough confidence to make his juniors trust him.

**Passion and Assurance**

If a leader wants its teams to give their best to him, then a leader should himself be passionate too. It will help you to gain respect of your subordinates and imparts in them the new energy which helps them to perform better. If the subordinates feel that their leader isn’t fully committed, then it would be a great and difficult task for a leader to motivate its followers for achievement of the goal.

**Inspirational quality**

A good leader should have the inspirational quality. A leader should inspire others by setting a good example, in order to motivate others to follow. A leader should have a positive approach, and this approach should be visible through his actions. A leader should always keep his motivational level up.

John Quincy Adam puts it: **“if your actions inspire others to dream more, learn more, do more and become more, you are a leader.”**

**Good Communication Skills**

A leader should have good communication skills in order to communicate your vision clearly to your team. A good communicator can be a good leader. Words have the power to inspire and motivate people and make them do the improbable. Better usage of words help to achieve better results.

**Liability**

A leader should make sure that every one of his subordinates is accountable for what they do. If subordinates of a leader give their best, a leader should appreciate them and if they struggle, a leader should make them realize their mistakes and encourage them to do their best. Someone has very aptly said that a good leader takes little less than his share of the credit and little more than his share of blame.

**Advancement and Creation**

In today’s fast-paced world, to become a leader one should possess extraordinary qualities. One of the top most qualities is creativity and innovation. Creative thinking makes a leader stand out of the crowd along with its team and subordinates.A leader should think out of the box. A leader should turn the impossibilities into reality. A leader should have the courage and confidence to transform dreams into reality.

**Resolution and Vision**

A good leader does not imagine the future himself; rather he also shares his vision with his followers. A good leader always has purpose and vision. A good leader explains his vision, implementation and the strategy to achieve it.

**Transparency**

A leader should be transparent in front of his followers. A good leader should not hide his ideas or plans; rather he should openly share it with everyone. This would help them bring more innovativeness in their work and make them trust their leader. Like this, subordinates follow and support the conviction of the leader.

1. **Negotiation Skills**

**Definition of Negotiation**

Negotiation requires the involvement of two or more people to find a satisfactory solution to a shared mutual problem. The process is controlled by successful negotiators; negotiators come up with a mutually satisfied result. The negotiators may or may not have to make compromises along their way.

Negotiations are not restricted to “big decisions” only. During the work with other people, most of the time is spent discussing. Negotiation may be on an issue such as whose turn is it to collect the coffees.

Successful projects have everything mutually satisfied between negotiators such as plans, targets, strategies, roles, deadlines and many other inclusions.

Evidently, sometimes very obvious negotiation process takes place such as agreeing the contract details for a new job.

**Pre-Negotiation Preparation**

Before the negotiation mechanism, preparation is necessary. Most importantly work with common sense that how much details you should go into. Moreover, there should be some hard data in order to prevent reputation damage at crisis board meeting.

In order to make your preparation right, following eight steps should be considered in advance:

**Objectives**

You should know that what you are trying to achieve and what would be the other person’s goals and achievements.

**Occupations**

You should be aware of the fact that what would you be asked for and would you be prepared to give away or not?

**Authority**

Another factor is the authority. It should be found that who holds the power and how would this effect the negotiation mechanism.

**Results**

Negotiators should be aware of the consequences that is it a smaller, big or one-off deal negotiation. It should be known that what your party outlooks to gain or to lose. Similarly, consequences of loss and gain for other party should also be known.

**Associations**

It should be related that what have been the negotiations with the person previously. Furthermore, what kind of association is expected in the future?

**Anticipated outcomes**

It should be clear that what standards have been set. Moreover, based on this evidence it should be determined that what outcomes are expected.

**Substitutions**

If you fail to achieve your goal you should know the best alternative and substitution for your negotiated agreement. For sure, your position will be strong if you have a number of alternative methods into addressing this point.

**Resolutions**

After taking all these points into consideration, you should know that what you should now reflect to be a fair up-shot, an outcome that can be put forward with confidence.

**Conclusion**

It is concluded that qualities of leader play an essential role in the process of successful leadership And negotiation is a process between two and other person on any topic. It can be effectively done through considering above mention steps.

**Q No-3 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?**

**Answer:**

**Introduction**

Conflicts between employees and customers is a serious problem it can seriously affect the image and credibility of the company. Any incident gives a chance to customer regarding negative publicity of the company. In current era, a negative post on social media about the credibility of company can badly damage the image of company. Conflicts between employees and customers also become cause of termination the employees.

As a manager, I will handle this issue as following:

**Personal Involvement**

I will personally try to handle the customer as a neutral person. According to the seriousness of conflict, I ask the employee for leaving this area for the satisfaction of customer, or when I talk to the customer.

**Apologize**

Firstly, I will know about the real story form the customer, if I understand that there is any mistake of employees, I will apologize for that mistake of employees and promise for the employee to apologize as well. If there is mistake of costumer, then I will politely realize the actual situation to the customer.

**Advice to Employee**

I will advise the employee for taking care next time otherwise a strict disciplinary action will be taken against the employee. I will also realize the requirement of business to employee and importance of customer for company also.

**Fulfillment of Customer’s Loss**

After the identification of the problem, if I think there is any loss of costumer I will fulfil it for the satisfaction of costumer and credibility of the company.

**Regular Check**

I will regular check this issue and same other issues for the creation of happy and comfortable environment between employees and customers.

**Honesty of Team**

I will realize all employees as a team and employees of a company, we all should be honest with company and its goals and can achieve only being honest in also dealing with customers.

**Correctness of Transitions**

I will ensure and frequently check that all transitions are correct and being timely.

**Constant Monitoring**

I will keep regular check on the relationship of employees and customers in order to prevent the same type of problems.

**Conclusion**

It is concluded that conflicts among salesman and customers are part of daily routine of business. It should be solved timely and on the spot otherwise these conflicts can affect the reputation of company. A competent manager can solve effectively these problems.

**Q No-4 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?**

**Answer:**

**Introduction**

It is a serious issue which will remain the part of every company. When an employee is constantly being late, this issue creates some other issues such as that employee cannot complete his work timely and his work remains pending constantly. A frustration generates among other employees towards that late employee. The task and goals of the company can complete on given times. Another major problem creates for accountant, due to the constantly late employee he cannot complete his tasks timely.

This problem can be solved by following steps:

**Comprehensive Policy**

A comprehensive policy regarding late coming employees is part of any organization. But as manager, if I think that there are laps in the existing written policy, I will send my own necessary recommendation to competent authority for including these in policy. I will also ensure implementation on that policy.

**Record regarding Late Employees**

I will maintain complete record of employee’s lateness, in this way I will be able to use this record as evidence when I will speak to that employee. I would show this record as fact rather than voicing opinion or observations.

**Proactively dealing of Late employee**

I will deal urgently elate employee because in case of any delay, other employees can adopt this habit. I will talk to constantly late employee for avoiding this habit.

**Dignity of the Employee**

I will talk to employee in separation, because in gathering he will face embarrassment. There can be some personal or sensitive reasons for his lateness. I will maintain the privacy of employee.

**Possible Help**

If there are any medical or genuine problems for the employee’s lateness, I will help the employee as well as possible. In this way, other employees encourage.

**Punishment**

If there is no genuine problem and employee knowingly comes constantly late, then I will act according to the rules given in company’s documents regarding lateness of employees. It can be deduction of money from his salary, transfer of employee form one site to another etc.

**Conclusion**

To conclude, it can be said that lateness of employees on job places is a serious issue. In this way, production of the company and its goal hurts or affects. This issue should be proactively solved otherwise various issues can be created. The system of reward and punishment can help effectively in solving this problem