

COMMUNICATION PRACTICES

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Ans1. PROBLEM SOLVING

The process of finding solutions to difficult or complex issues.

STEP INVOLVED IN PROBLEM SOLVING

- Analyze Factors That Contribute To Unwanted Situations:
In order to solve a problem you must first figure out what caused it. This requires you to gather and evaluate data, isolate possible contributing circumstances and pinpoint what needs to be addressed for a resolution.
- Generating Interventions To Achieve An End Goal:
Once you've determined what is causing a problem it's time to brainstorm possible solutions. Seek alternatives that may solve the problem. Include all involved individuals in the generating of alternatives.
- Evaluating Best Solutions:
Depending upon the nature of the problem and your chain of command, evaluating alternatives relative to a target standard. Evaluate all alternatives without bias. State the selected alternative explicitly.
- Implementing The Solution:
Once a course of action has been decided upon, it must be implemented, along with the benchmarks which can quickly and accurately determine whether its working to solve a problem. It also involves alerting changes to personnel in standard operating procedures.
- Assessing The Effectiveness Of Your Interventions:
Once the solution is implemented, the best problem solver has systems in place to ascertain how quickly it's working. This way, they know as soon as possible whether the issue has been resolved or, alternatively, whether they'll have to change their response to the problem midstream.

Ans2. QUALITIES OF LEADER

To become a great leader you must have to be honest first. You have to be confident and inspiring who inspires others not bossy. Build employee self-esteem through rewards, by motivating them. Provide positive feedback on their performances. Maintain a positive attitude. Make employees feel comfortable. He should fulfill his commitments and should be passionate towards his goals. He must have decision making capabilities. The one who is a

good communicator. Be clear so that everyone can understand what you are talking about. He must be creative and brings innovations. Think out of the box. Try new solutions. Keep your promises and be flexible.

NEGOTIATION SKILLS

Qualities that allow two or more parties to reach a compromise. These are often soft skills and include abilities such as communication, persuasion, planning, strategizing and cooperating.

Understanding these skills is the first step to becoming a stronger negotiator.

FORMS OF NEGOTIATION

- Distributive Negotiations
- Integrative Negotiations
- Management Negotiations
- Coworker Negotiations
- Vendor Negotiations

Ans3. If a customer is getting angry with an employee and I sense that the situation is escalating, I will step in to take charge. I will ask for the customer's side of the story. Apologize from the employee's side and will remedy the situation. Will find out the employee's version of the situation. And if i find the customer is at fault I will stand up with my employee without being rude to the customer.

Ans4. First of all i would ask my employee what is the matter behind being late. If there will be some serious issue I will help him out in all possible ways. I will try my best to motivate him, to encourage his strength but if he still does the same I will warn him. Even after warning he did the same then I will replace him with someone better than him from my team and who knows how to tackle with every