***Iqra National University Peshawar***

**Assignment #3**

**Course : COMMUNICATION PRACTICES**

**Title : FINAL TERM ASSIGMENT**

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**Q 1 What is Problem Solving? Explain five steps used in Problem Solving?**

**Ans.**

 **Problem Solving:**

 Problem solving is the technique where we will identifies the problem, generates new idea, implementing or evaluate and find the best possible solution for the problem the first two steps is most important because sometime we don’t be aware from the actual nature of problem.

**Steps for problem solving:**

There are four steps to solving the problem

1. **Identifies the problem:**

The first step is to identification of problem like for example you are on the way to the railway station to catch your train which is leaving at 5:30pm and it is 5:00pm already and you are stuck in bad traffic situation and its take thirty five minutes to reach to station so you are 5minutes short on time so in this case we identifies the problem which is 5minuutes.

1. **Generates alternative Idea:**

The second step is to gain more information about the problem, increasing your understanding that what is the nature of the problem and collecting fact and figure about the problem and for the creativity mostly people belief in team work for example brain storming solution.

1. **Evaluates/and select:**

Once we find the nature and cause of the problem then we evaluates the alternative and what are the advantage and disadvantages of the each alternative and what will be the outcomes of alternative and what will be explicitly. In this you have a lot of option you will have to choose the solution for your problem.

1. **Implementation:**

In this step the alternative which is choose for the problem is ready for the pilot test, which will give you feedback either it will be positive response or it will be negative responses accept all the consensus and establish ongoing measure and monitoring them and the long term result will be consider after the final solution.

**Q 2 Write short notes on the following.**

 **a. Qualities of Leader**

 **b. Negotiation Skills**

**Ans.**

**Qualities of leader**

1. **Honesty:**

“Honesty is the best policy” is on of most effective quality of leader should be fair, reasonable with dealing and honest with their co-worker because they are reflection of yourself.

1. **Delegate:**

To trust your team or co-worker is the sign of strength it is not a weakness and delegate task to appropriate department is important skill which can develop and grows your business.

1. **Communication:**

Communication is important which help the leader to convey information about your goal easily and share your vision to your team that you and your team are working with same goal.

1. **Natural Attitude:**

If you want to keep your team motivated toward the continued success of the company and keep the energy level up so keep the office mood a fine balance between productivity and playfulness.

1. **Creativity:**

It is important for the leader to think outside of the box and choose which of two bad option is best, sometimes the best to give issue thought and turn your team for guidance and utilized all possible option before taking the decision and reach to the conclusion.

1. **Inspire:**

It is good to inspire your team focusing for you vision and mission, acknowledge the work that everyone has dedicated and commend the team on each of their efforts it the leader job to keep spirits high and appreciation for the hard work of your team.

 **Negotiation Skills**:

1. **Team Work:**

 Team work is the qualities that allowed you to work well with other during their project. Having teamwork skill are dependent on your ability to communicate well actively listen and be responsible and honest.

1. Decision making ability:

 In a good leader they have the ability of decision making skills, they can taking a set for good decision for their organization to achieve their organization goal. They will take some strong and hard step for their achieving organizational goals.

1. Verbal communication:

 Is any communication that can uses words to share information with others these words may be both spoken and written.

**Q 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?**

**Ans.**

Customers are the backbone of every business but unluckily, it is very difficult to please and entertain every client. No matter who is at the fault whether the salesman or the customer, it is your job to clean the conflict otherwise you will loss that customer and one of the cells of your storage unit will remain empty. There are few steps through which such type of conflicts can easy be solved. They are following below:

**Stay calm**

In the whole scenario, manager should stay calm at every cost. He should think about the last such type of scenario he faced and how he deals with it? If manager will calmly listen to problem of customer, it will quickly calm the customer as well. If manager is unable to solve the problem, the empathy and calm response from the manager also works and **“**listening ear is always appreciated**”** when a depressed renter needs it.

**Ask questions and listen closely**

The next important point is to ask the renter about his problem that why is he angry and what we can do to pacify and solve his problem? Without putting blame on the customer and calmly listen to his problem and questions will help you in understanding the situation in a better way and can give the solution as well.

**Own up to your mistakes**

If from the customer’s conversation, you feel like that the mistakes have committed by your employees, then it is better for you to accept the mistakes because every customer likes honesty and appreciate it. Manager should immediately take the responsibility and should assure the customer that he will take the proper action to pacify the mistakes and will make sure that it will not happen again.

**Determine how much you’re willing to pay**

Immediately figure out that how can you make your customer happy. Remember, while pleasing the customer also figure out that how much cost it will give to your entire business. Consider yourself at customer’s place and think about that what you would want in this situation. Not every client is worth keeping therefore, to critically analyze the situation is worth doing.

**Negotiate a resolution**

Do negotiate with the customer about their problem, ask them how o resolve it? Sometimes, simple apology can cover the situation and sometimes client breaks cross their limits by using abusive language. Therefore, negotiations are necessary. If it becomes unproductive then calmly cool down the customers and try to tackle the problem by negotiations again.

**Thank your customer:**

Once you feel like everything’s are sorted out, make sure to thank the customers for bringing in your notice the problems. It will indicate that opinion of customers are worth listening for you and for your business.

Once everything is hammered out, make sure you take a second to thank the customer for bringing this problem to your attention. It shows that you value their opinion and their business

**Q 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?**

 **Ans.**

Employee comes up with a lot different excuses when they reach late, according to survey taking in 2018 which found four employees showing late to work in month and manager hear their unbelievable/lame excuses. The late employee is reducing business productivity and if they can’t making work time at the end of their shift it will down the moral and ethics of the hardworking employee. It is also possible that it encourage the other employee to show up late on work so in my opinion the manager should dealt with such employee are given.

**Time clock:**

The time clock the employee accountable I know it is old fashioned but you know when they make entry and when they make exist and they give their full energy if they know that we are being monitor. In modern era every organization is working on computer so install tracking software which record the employee location and work progress.

**Meeting early morning:**

If the employee knows that we are required to attend early morning meeting with the manager so they will show early morning or they face question about their absences.

**Be clear about rule:**

Make sure the employee handbook spells out the expectation about the work hours and arriving time and remind employee of those exaptation on daily or weekly basis staff meeting and make sure that rule are follow by each and every one.

**Require Phone call:**

Make it the requirement that every employee should be on call more than 15minutes.