

FINAL TERM-FINAL EXAM

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SUBJECT:

“COMMUNICATION PRACTICE”

SUBMITTED TO:

MA'AM WAJEEHA

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

Ans: PROBLEM SOLVING: problem solving is problem defining act. Deciding the reason for the issue. Distinguishing, organising and choosing choices for an answer and then executing the answer. This is important to both the organisation and individuals. It helps us identify why something is doing a problem, what should be done to fix it and how it should be done.

STEPS OF PROBLEM SOLVING:

1. DEFINE THE PROBLEM:

- * first you have to be clear about what the problem actually is.
- * Consult every group for required data
- * Find what standard is disregarded
- * Find out the process in which problem is present
- * Do not try to solve the problem without accurate data.

2. GENERATE ALTERNATIVE SOLUTIONS:

- * Defer assessing choices at first
- * Include every single included individual in the creation of choices
- * Specify options reliable with authoritative objectives
- * Specify short-and long haul options
- * Brainstorm on others' thoughts
- * Seek options that may solve what is the issue

3. EVALUATE AND SELECT AN ALTERNATIVE:

- * Assess choices comparative to a target standard
- * Evaluate all options without bias
- * Assess options relative to goals that are built.
- * Evaluate both demonstrated and possible results
- * State the chosen alternative clearly

4. IMPLEMENT AND FOLLOW UP THE SOLUTION:

- * Gather all the feedback from every single influenced party
- * Seek acknowledgment or agreement by every one of those affected around you
- * Establish continuous measures and checking
- * Evaluate long haul results dependent on the final solution.

Q2. Write short notes on the following.

Ans: QUALITIES OF A LEADER:

1. MAINTAIN A POSITIVE ATTITUDE:

A leader should always keep a positive attitude no matter what. He should also keep his energy levels very high. A true Leader always with the right attitude embraces challenges and overcomes difficulties.

2. COMMUNICATION: As we all know communication is the key to success, communicating is very important for a leader. If you don't communicate properly the employees will not understand the actual vision and goal

3. MOTIVATION: a leader is always the one who motivates their employees in a way that they perform their task efficiently. Leaders are always motivated; it keeps them running.

4. DELEGATION: Great leaders perceive that delegation accomplishes more than essentially passing the assignment to another person. It is trusting and accepting that your workers can deal with the errand given to them.

5. RESPONSIBILITY: A best leader always takes responsibility for the performance of his own as well as his teams. Always accept his fault and guide the team if they are wrong.

6. TRUSTWORTHINESS: leaders always make the employees comfortable with whatever they ask, be it either help or any question regarding work. Employees only trust those leaders that are trustworthy and always there for help.

NEGOTIATION SKILLS.

1. COMMUNICATION: Fundamental relational abilities incorporate recognizing nonverbal signs and communicating in a manner that is locked in. It is very important to always ask for feedback and understand the natural flow of the conversation.

2. PERSUASION: to know how to influence others is a very important skill for negotiation. It can help you know why the chosen solution is the best for all the parties and also encourage others to support what you think and your view.

3. PLANNING: planning skill is very very important not only for the process of negotiation but also for deciding how and when the terms will be carried out. Without planning no work can take place properly.

4. STRATEGISING: The best negotiators enter a conversation with at any rate one reinforcement plan, however frequently more. Think about every conceivable result, and be set up for every one of these situations.

5. ASK GOOD QUESTIONS: You can acquire integrative exchange by posing bunches of inquiries—ones that are probably going to find supportive solutions. Avoid asking "yes or no" questions and driving inquiries, for example, "Wouldn't you say that is an extraordinary thought?" Instead, create nonpartisan inquiries that energize definite reactions, for example, "Would you be able to educate me concerning the difficulties you're confronting this quarter?"

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:

1. Remain calm: At the point when a client begins hollering or being in any case impolite, there is not something to be picked up by reacting likewise. Indeed, that will most likely heighten threats. Keep up control of yourself, regardless of whether the client's rant causes you to feel like hollering yourself.

2. Don't take it personally: Keep in mind, the client isn't irate with you, they are disappointed with the exhibition of your salesman or the nature of the administration you give. Your own emotions are irrelevant.

3. Use your best listening skills: The principal thing a furious client needs is to vent. To do as such, they need somebody to tune in—and, regardless, you are that individual. Listening persistently can defuse a circumstance, as long as the client feels recognized in their objection. Listen to them. At the point when they are finished talking, sum up what you've heard and pose any inquiries to additionally explain their objection. Non-verbal communication can be fundamentally significant here. Keep an eye to eye connection. Stand or sit upright. Keep your arms uncrossed. Show how intently you're focusing on their concern.

4. Actively sympathize: After the client vents, he needs to realize you comprehend where he's coming from and how the individual in question feels. Express compassion toward their disagreeable client experience. Regard and comprehension go far toward streamlining things.

5. Apologize gracefully: Regardless of whether the client's objection is real or not is extremely insignificant. On the off chance that you need her to remain a client, you have to communicate a statement of regret for the difficulty they are having (or see to have). A basic, direct explanation is frequently required such as: "I'm sorry you're not content with our sales rep. How about we see what we can do to make things right."

6. Find a solution: When you comprehend why the client is troubled, the time has come to offer an answer. Ask him what he feels ought to be done or advanced your own reasonable and practical response to the issue. By and large, that is all the client is searching for—and may bring about giving some level of fulfillment. Make the salesperson apologize for making the client feel that way and making a complete investigation over my employee because if that's true the employee must get terminated in the worst case scenario but if the problem wasn't that big then leave the salesperson with a warning for not treating the customer rightly.

7. Take a few minutes on your own: After the circumstance has been settled and the client is on her way, it's useful for you to take your own "break." Even in the event that you've dealt with the circumstance in the most expert manner conceivable, it's as yet an unpleasant encounter. As opposed to letting that pressure wait inside you, go for a short stroll, treat yourself to a bite, or discover somebody to converse with who makes you snicker. At that point you'll be prepared to buy and draw in with your clients.

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: This problem can be solved in the following ways possible:

1. Identify the behavior. It's justifiable if a worker has an authentic explanation behind being late in submitting reports from time to time. Car accidents occur, climate mediates, kids become ill. Life occurs and unforeseen issues do come up once in a while. What's not satisfactory is a representative who appears late more often than not. At the point when a staff part reliably is late with his work, he's basically not regarding your time or his own. That is the point at which you have to choose if your representative's conduct merits approving or condemning.

2. Be proactive: Don't get too late to notice his lateness, let him know the first time he does that so you don't get angry when you tell him this and realize his mistake on time. Keep in mind, you're burnt out on the conduct, not the individual. Do whatever it takes not to lose your cool. It's counterproductive to utilize foul language or compromise a worker. Manage the circumstance when you see an example emerge; at that point be proactive. Timetable: a chance to talk and address the issue one-on-one. Bring documentation of a worker's lateness into your gathering and ask him what is keeping him from answering to chip away at time.

3. Verbalize your disappointment: A great way many people will in general be baffled in themselves when somebody they regard is frustrated in them. At the point when a colleague doesn't finish on a responsibility, clarify the outcomes of his activities. At the point when he is past the point of no return for the reports, state something like, "The accountant sat tight for 30 minutes for you to show up. I needed to approach Amna to fill in for you." Perhaps the representative doesn't understand (in spite of the fact that he should) that his conduct influences his collaborators, too. Make him understand that his late reports are troubling others too and making the organization go through things.

4. Come up with an action plan: Try not to act in a scramble. Your worker's inordinate lateness might be because of a clinical issue or family commitments. All things considered, you might need to make a special case and propose a later beginning time or a progressively adaptable work routine.

5. Respect a person's privacy: Continuously attempt to have troublesome conversations in private, particularly when disciplinary activity may be fundamental. In the event that you face a representative in broad daylight, he will be bound to be humiliated, mortified, or respond protectively. Clarify your interests, refer to explicit models, and afterward request input. Permit the employee to retain what you've said and react. Practice successful tuning in. Your employee will be progressively able to regard a reasonable, fair, and straightforward methodology.

6. Clearly outline the consequences: Build up an arrangement that tends to the outcomes of lateness. For instance, if your representative is at times late with his reports, ask him to submit his work on time and if he still acts that way then take action in a way that you start cutting money from his salary and minimizing bonuses because money is mainly the motive of most employees or even terminate them in the worst case.

7. Reward improvements: Fortify change through recognition. At the point when you notice a representative has changed his conduct in a positive manner, say as much. Your straightforward affirmation will tell him he's in good shape and will likewise give him that you value his endeavors. You'll be shocked how a couple of kind words go far.

