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**PROGRAM: BBA (6TH SEM)**

**COMMUNICATION PRACTICE**

(**QUESTION NO:1)**

ANS: **PROBLEM SOLVING:**

The finding and giving solution for the complex issue is known as problem finding. A personal strength to solving problem which is learnt through education or training.

Example: a computer specialist might be looking for a solution that how to speed up its program.

Following the basic five steps problem solving process are:

1. DEFINE THE PROBLEM:

* First of all you have to see what the problem is
* Don’t solve the problem without data.
* Determine each function involved for information.
* Specify underlying causes.

2. GENERATE ALTERNATIVE SOLUTION:

* You should specify short-and-long-term alternatives
* Kindly involved individuals in the generating of alternatives.
* Seek alternatives that may solve the problem.

3.EVALUATE AND SELECT AN ALTERNATIVE:

* Evaluate alternative relative to a target standard
* You should evaluate both proven and possible incomes
* Alternatives relatives to establish goals

4.IMPLEMENT AND FOLLOW UP ON THE SOLUTION:

* Evaluate long-term results based on final solution.
* Establish ongoing measures and monitoring.
* Get the feedback from all the effected parties.

5.REVIEW THE RESULTS:

* After the final solution check the results
* Feedback from the effected problems whether the problem is solved or not
* Reach to the goal.

(**QUESTION NO:2**)

**SHORT NOTES:**

1. **QUALITIES OF LEADER**:

Being a good leader is not so much easy you have to compromise on your ever wish. You will be stand stable in thick and thin position. You should be people idol, for this you have to work hard. The best leader should contain such qualities will make them huge.

* Clarity:

The vision of the leader should be clear for what he wanted to achieve, being decisive shows commitment, a quality very high in demand for great leader.

* Courage:

Boldness is something you can develop and something that is blessed a virtue. Many people are fearless that’s why they attain their goals.

* Passion:

Passion is some thing that a leader should have. Don’t be shy about your passion for whatever, as long as you are passionate about what you know, or care about, it shines through and people will follow.

* Humility:

There is nothing like humble character for creating a lovable persona. show the world how great full you are to be where you are.

1. **NAGOTIATION SKILLS:**

Negotiation skills will be defined as it allows two or more parties to reach a compromise. These are often soft skills and it include abilities such as communication, persuasion, planning and cooperating.

These skills should be follow to be a great negotiator.

It includes such qualities of negotiation skills which are as follow:

* Listening skills:

Your listening skills should be good, listen every body with passion and polite ways, poor listening cause miss opportunities.

* Analytical skills:

The skills are basis for problem-solving situations.

* Be professional and control your emotion:

The loss of control means loss of thinking.

* Communication skills:

For the success you have to communicate clearly and effectively.

(**QUESTION NO: 3)**

**ANS:**

When we say manage so it means control which controls every situation because he is having the option in which situation you have to stop or to fuel (energy) because there is time when we want to stop them because it is not helpful and we fuel when it is totally helpful

At what time we have to stop?

When we are disrespecting the peoples, stakeholders, or weather they are our team members

At what time we have to fuel (energy)?

It is helpful when we are trying to get into a core issue or getting into a better result sometimes fueling can give a better result.

MANAGING YOUR EMPLOYES:

* You have to educate your self
* Educate your team
* Educating people to let them know this will occur and when will be very helpful
* The team will understand that this is normal in which situations wins
* Forming of the team
* Storming of the team when they meet their goals
* Norming stage where the levels are smooth
* At the last they start doing performing as a team

When your customer is not satisfied and it is unhappy with your sales person and is defrauded by an individual salesperson so its your failure that your team is not working properly and as a manager you have to clear this issue with polite way first off all you have to arrange a meeting to help your team address well.

There are several points you have to follow to satisfy your dissatisfied customer;

In this heat of the movement you have to keep calm,

* Adjust your mind that what the issue is and give your client full attention
* Listen actively to your client complaint do not try to interact or solve the issue when he is talking when he finished his complaints then respond him
* Repeat his concern it will help him understand that you are listening carefully and giving focusing on his issue
* Apologize clearly
* Presenting a solution to your customers ask the customer demand that what would make him happy
* Take the immediate action and resolve the issue
* Getting feed back will help the customer will give him satisfaction.

(**QUESTION NO:4)**

**ANS:**

An accountant can run their work with his team when the team is not sophisticated the work in progress slow and the delivery for the deadline will be missed in this case.

All you'll do is be encouraging and inspect to help motivate that employee. it's going to mean spending longer checking in during the tactic vs waiting at the deadline to ask where the work is. there'll always be a couple of subordinates that need that far more time and energy. If the work is nice then all you'll do is cheer them on. Some will argue that it is a waste of some-time and will be have folks that are confident in their work around you and in some cases we should buy that because we want to be cheer on them. We all have felt not so confident during a task at some point.

GENERAL SOLUTION:

If we find that if an employee is late, we should ask the employee with calm and cool mind weather it having some personal problem or some stress on him if he is having some of that. we should resolve it first by which the work will starts its speed and he will deliver his reports on time through which the accountant will meet his goals and submit the work before the deadline.

Their relation with an employee should be stronger we should resolve their problems if we help them and support them in against they will show their ability in the work which is in our profit.