

Effective Problem-Solving and Decision Making in Organization

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In life, every person has to make decisions regarding trivial as well as complex issues. Each of us chooses to solve a problem, and such a choice could be made after researching the field or getting recommendations from opinion leaders. Some people tend to brainstorm to find their best decision because they feel it is the best method to come up with a solution (Bardach & Patashnik, 2019). For this reason, making a decision and solving a problem are seemingly intertwined.

Ethical and effective leaders should ensure that they make decisions that an organization could easily implement. Thus, the individuals should be committed to the choices they make and explain how they merit an organization (Heath and Heath, 2013). A leader could choose to be a systematic or rational decision-maker according to their emotions or ethical beliefs. Nevertheless, all of them can follow some problem-solving steps, which could lead to effective decision-making. These steps include:

- **Finding the problem.** To make an effective decision, the leader should identify a problem and know its symptoms. In this regard, a rational approach should be used to assess what others have observed. The leader should also estimate whether it is necessary to conduct any further research to find materials that could help solve the problem.
- **Searching for substitutes.** Looking for an alternative is the creative part of solving a problem. The leader could ask for ideas from the employees. Some provided ideas could give superb solutions, which is why they should not be ignored.
- **Weighing the replacements.** When colleagues and employees provide ideas, decision-makers should assess their importance in addressing the problem. Also, the

ideas should be weighed regarding their impact or effects to the organization or an individual.

- **Make a decision.** After assessing the ideas, a leader should ensure that the decision is made. Some leaders postpone taking this step, which could make a company lose control of the situation. Consequently, some organizations result in solving a problem that escalated because the leader postponed making a choice. Therefore, to develop a satisfactory solution, the leader should make decisions that are seemingly the best for the problem. If it fails, the entire process could be repeated until a solution is found.
- **Executing the decision.** It means that whatever the leader concludes should be communicated to everyone in the organization. The communication is encouraged to ensure that the changes needed to conform with the problem-solving process to avoid altering it.
- **Assessing the outcome.** When the decision is implemented, the leaders or the entire management team should assess the outcome. Understanding what the outcome is would enable the leaders to get valuable advice about the process used. Also, the team would understand the suitability of the decision and the assessment process too. Moreover, when a company faces a similar problem, it could save time because a similar decision would be used.

Each day, people make decisions that do not have a long-lasting impact. However, leaders could affect an organization positively or negatively with their resolutions. Decisions made in most companies could result in a downward spiral, which is why leaders should be vigilant while developing ways to solve problems.

References

- Bardach, E., & Patashnik, E. M. (2019). *A practical guide for policy analysis: The eightfold path to more effective problem solving*. CQ press.
- Heath, C., & Heath, D. (2013). *Decisive: How to make better choices in life and work*. Random House.