

Going to mediation problem solving

Business



Problem solving

Introduction

As the executive vice president finance and head of the main office for Levver Corporation, there are a number of actions to consider before giving a succinct ruling on the incumbent situation. Since there is little information given from the involved workers in the corporation, there is need for patience to get full information of the prevailing situation. This will involve retrieving information from the involved parties. However, since it is an impromptu meeting with the involved parties, there is a need to associate the two in the same meeting with utter regard to their positions.

Problem determination

The first step in the meeting is calming the involved parties to a rapport. This is a step that reduces the amount of rage from the two opposing parties. The two parties are obviously on opposing sides, and calming them is a form of reconciliation (Scott 34). With such an approach, the two teams will have the know-how of solving a quagmire in the situation. Therefore, the need to have a calming situation is the ultimate approach to the two concerned parties. Though a rapport is required, the mediation parties should not take sides in the situation.

Problem identification

Immediately after making a rapport with the concerned parties, there is need to have a fact finding technique. Finding facts is an appropriate reason to ensure the involved parties are giving full; information on the situation. However, the mediator should give all parties ample time to express their concerns. This will give the concerned parties appropriate approach to expressing their information. In addition to this, the mediator will have to <https://assignbuster.com/going-to-mediation-problem-solving/>

note any conflicting information (Scott 55). In this situation, there is need to focus on the hiring technique of the corporation. The first fact is that the two interns were needed in the corporation. However, due to the laxity of the office, there was the decision of waiting for a later date. This was a negative move that reflected negativity on the corporation. Second fact was that there was inconsistency in communication with the concerned departments (Scott 67). However, this was not a justification for the engineering department to take part in the hiring of two interns. Hiring is solely related to the human resource department. The third fact is that, the corporation has been condoning nepotism, which is inappropriate in hiring of workers. Workers should be hired in accordance to meritocracy and qualification. Lastly, protocol is insufficient in the corporation. There are acceptable standards that should be used in a corporation, depending on the ideal communication. This was the lacking point in the corporation.

Generation of evaluation of alternatives

The criteria to be used in making alternatives will mostly depend on a few factors. First is the protocol in the corporation (Scott 77). The second alternative will depend on the hiring technique and the credentials used in the hiring. Thirdly, focusing on the corporation's legal process of hiring interns will be vital.

Alternatives

There are a number of alternatives that should be used in this case. The first alternative is reshaping the protocol of communication between the two departments. Unequivocal communication between the protocols of the two departments would be a solution (Scott 45). Secondly, there is an option of maintaining the two interns. This is factual as they are working on intern
<https://assignbuster.com/going-to-mediation-problem-solving/>

basis. Thirdly, there is an option of terminating the interns in the corporation. This is factual due to the hiring criterion that was used.

Resolution

The best resolution on this particular situation is maintaining the hiring technique of the interns in the corporation. The corporation has its stated regulations and rules that should be used in meeting meritocracy in the workers. Therefore, hiring workers in the case of previous relationship with the incumbent workers is deplorable. In averting a future occurrence of such a situation, protocol and official hiring should be imperative (Scott 87). Since the students were hired in a manner that does not suggest the proper hiring, they should be replaced. However, they could be allowed to participate in the official hiring.

Reconciliation

The last part of the situation is reconciling the two departments. Since the two departments work hand in hand, reconciliation is the most probable decision. However, they must be dully informed of the protocol and hiring procedures.

Works cited

Scott Vivian. Conflict Resolution at Work for Dummies. New York: John Wiley & Sons, 2009. Print.