

Alternative courses of action

[Science](#), [Social Science](#)



Analysis and Use of Evidence - Gather and Manage Information There are varied ways of solving problems or concerns through analyzing options and alternative courses of action. As a business management graduate, one's theoretical framework has provided rational and structured process that business practitioners should follow to effectively arrive at a viable recommendation. Trewatha & Newport (1982) defines decision making process as involving " the selection of a course of action from among two or more possible alternatives in order to arrive at a solution for a given problem" (p. 10). In analyzing alternative courses of action, a decision maker could utilize different analytical tools depending on the situation, on the options, on the factors that could be controlled, on the preferences of stakeholders, and the goal to be attained. An example one has gone through in gathering and evaluating information from a number of sources prior to making a decision would thereby be presented as follows:

As one was pursuing a Business Management Degree from 2007 to 2011, it was deemed crucial that to assist in supporting one's academic requirements, there is a need to find employment where one's knowledge, abilities, and skills would be appropriately used and developed. Finding the preferred job according to one's academic background, competencies and skills that would fit the requirements of the position is an example of a situation that necessitates gathering and evaluating different options and where ones decision would actually depend on the organizations which would relay a positive response to one's job application.

After two years of studying, one sought possible employment in fields seeking positions that do not require specific educational qualifications but

where minimum criteria could be immediately met. There were positions open for Care Assistants or for Customer Service Representatives. Since these two positions were preferred, these became one's alternative courses of action: to choose applying for a Care Assistant job or to select a Customer Service Representative Job.

To gather pertinent information needed to analyze these options, one searched online sources of job descriptions, average annual income, locations of employer, the skills and educational requirements. Both positions offer basically the same salary ranges (£15, 000 per annum) but the job descriptions and responsibilities are contrasting. Care assistants focus on “ provides help and support to people with limited mobility or other care needs. This covers a wide variety of patients from people with physical disabilities to children with learning disabilities to elder people. This support might be completely health related or could also include social work like helping people writing letters or organizing their budgets” (Job is Job United Kingdom, 2012, par. 3). On the other hand, customer service representatives “ provide a direct channel from the business to the customer.

Representatives handle queries, contact customers, manage accounts, deal with client orders, and seek out prospective clientele” (Job is Job United Kingdom, 2012, par. 1). Since one was genuinely interested in serving clientele on the health field, one pursued organizations with openings on care assistants through sending application forms with attached resume and cover letter. The organizations that positively replied conducted interviews and offers of employment. One finally accepted the position in an organization that offered the highest compensation, more benefits, and one

which is nearest one's residence.

Until now, one has been a Care Assistant since 2009 and am earmarking promotions as becoming a Care Home Manager, which is an option open as a result of graduating with a degree in Business Management. One therefore realized that knowledge of rationalized decision making process assists in selecting an effective course of action, from among different options and choices.

Reference List

Job is Job United Kingdom, 2012. Care Assistant job description. [Online] Available at: <http://www.jobisjob.co.uk/healthcare/care-assistant/job-description>

[Accessed 26 December 2012].

Job is Job United Kingdom, 2012. Customer Service Representative job description. [Online]

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Trewatha, R. L. & Newport, M., 1982. Management. Plano: Business Publications, Inc..