

## **TECHNICAL SOLUTIONS FOR RESOLVING WORKPLACE CHALLENGES**

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### **Abstract**

Over the years, secretarial professions occupy very strategic positions in the business world, and have significantly contributed in various ways to tackle and resolve challenges as means to creating conducive atmosphere for existence of peace in workplace for the purpose of achieving the fundamental aims and objectives of the organizations. It is, therefore, a known fact that the world ordinarily cannot survive without the existence of peace, hence it helps to in the survival and sustenance of any given economy, private enterprise, government establishments and parastatals in relation to promoting effectiveness and efficiency for increase in the capacity of production, profitability as well as development. This paper is aimed at highlighting the technical solution for resolving challenges or problems in workplace and several others toward the development of humanity, organizations and the positivity in handling challenges for the growth of the nation's economy in Nigeria and the world at large. It thus, recommends among others that for secretarial professionals to prevail in the discharge of their functions and responsibilities in various offices or organization there is therefore the need to adopt the method of conflict resolutions by individual and the management through effective communication and dialogue. To maintain a healthy work-life it is important to promote pleasant at work and the tips to manage and avoid workplace conflicts and challenges.

### **Introduction**

Secretarial profession has been in existence for several decades. The profession has played very significant role in national and international economic development. It has also been observed over the years that the profession has the required skills and knowledge that has helped to achieve the desired aims and objectives in government establishment and public sectors of the world. The factors for effective problem solving in the workplace are the critical issues to be examine and looked at in this paper. According to Edet (2020), no matter what problem the secretarial practitioners faced in workplace especially with their co-

workers and bosses, four major problem-solving process should be adopted which includes defining the problem, producing alternatives, assessing and selecting alternatives and applying solutions.

Secretarial profession can never make positive impact in isolation of peace in workplace or environment. However, to give credence and proper guidance to the readers, the paper will focus on the following areas; What are challenges or Conflicts, Types of Challenges or problems in workplace, how to handle challenges or resolve disagreement in workplace, Conclusion and Recommendations.

### **What are Challenges or Conflicts?**

Challenges could be referred to as problems between opposition forces or disagreement in the workplace or organization. In order word, when two or more people do not agree on something and it escalates from walking away from each other to a shouting level which has come to play in varieties of human lives.

### **Types of Challenges or Conflicts**

Let us take a look at some of the most common challenges or conflicts or disagreements in the workplace.

#### **1. Personality challenges or Conflicts:**

Remember we are very different. In this situation, you like to talk a lot and you work next to a co-worker or boss in your workplace who prefers quietness while working, but you keep on chattering and shouting all day long this may result to conflict or disagreement in your workplace.

#### **2. Leadership Challenges or Conflicts**

There are some well-known management styles such like the micromanager, the bold visionary, the open-door person, the reality is that everyone gets along with every type of leadership style. There are some people who work alone and they are good and highly successful, this category of people cannot work with micromanager whose duty is to ensure adequate supervision and watch movement of staff in office as the attitude make them look crazy and leads to conflicts and disagreement.

#### **3. Interdependence Conflicts**

This is where one person depends on another person's action to get their job done, which is always a challenge. Secretarial practitioners are expected to be competent and effective in doing their job in order to avoid interdependence conflicts between their co-workers and boss.

#### **4. Discrimination**

This involves harassment and maltreatment due to someone's race, age, religion, gender, tribe and culture etc which results to conflict or problems in workplace.

### **5. Work Style Conflicts**

This is one of the challenges or problems Secretaries faces in an organization, some people desire to work alone while others in groups. Some want to be micromanager while some people want to get input from others regularly result to work style conflicts or challenges.

### **6. Creative Idea Conflicts**

This conflicts or challenges occurred during brainstorming sessions; two people may have different visions or ideas of how a job should be done. This type of conflict in most occasions can be beneficial especially if the two people are open-minded to listen to each other and utilize the idea properly.

## **The Technical solution for resolving Challenges at Workplace**

Challenges or conflicts are inevitable in the workplace. As such, it will be crucial to look at how conflict can be effectively resolved in the workplace.

### **1. Calm Down**

Calm down can help in many ways to prevent conflict, this may sound familiar. You happened to offend your co-worker or boss, he/she becomes mad and revolted against you and you feel bitter about the situation. What you need is to realize the magnitude of your offence and take time to calm down. Your cool-headed response or approach on the matter will go a long way to resolve and end the conflict.

### **2. Practise Active Listening**

Remember, active listening is a reflection of an individual paying true attention to what someone is saying without distraction. Your proactive listening skills can empower you to become a master of dealing and resolving conflict at work.

### **3. Self-Reflect**

The ability to self-reflect and look at the mirror will be of great benefit when you find yourself in a disagreement at work. Unfortunately, quite a few don't take time to examine or ex-ray themselves in a conflict which they are culprit to tell the other person sorry or apologized.

### **4. Clear Communication**

An act of clear communication will help minimize conflict when the content of the message from another person is clearly been understood. This will help in quick and effective conflict resolution.

### **5. Work to get conflict resolution**

Working to a conclusion is a situation where everyone feels comfortable about the outcome in a situation as a credible and effective way to resolve conflict in the workplace. Finally, do everything very possible to work toward getting to conflict resolution in order to give room for a conducive working atmosphere in the workplace. Because, when you get to a place where everyone feels comfortable, the workplace become a place you want to be again.

### **Training and Discipline**

Aside from educational training, it is important for secretarial practitioners to acquire practical training in the area of knowing how to handle challenges in the workplace. Professional Secretaries are those trained in the field of secretarial, administrative and clerical duties. The role of Secretaries proves that they are indispensable and provides services that bring about far-reaching development in every spare of life and the nations world at large. Promoting secretarial training and discipline on how to resolve disagreement in workplace and other areas of life will help professional secretaries develop some great skills at living a healthy and fulfilling life in their field of specialization.

### **Problem solving methods**

In the realization of technical solutions in resolving challenges or conflicts in workplace, it is important that secretarial professionals should desire the following problem-solving methods and approaches:

1. Logical Approach: This involves using past experience to determine the present solution. That is, if something worked in a similar situation in the past, it stands to work the same or in a similar solution.
2. Rational approach: This is a situation where a person uses his personal perspective to draw conclusion with reasonable assumption based on the information provided or on ground.
3. Analytical approach: This school of taught involves a natural analytical thinker who look at all possible aspects of the challenges or issue and figure out the lack element that is making the solution to fail and come up a suitable decision to end the conflict.
4. Absolute problem approach: This is the type of thinking which relies on authoritative source to find the right solution to a problem even though some people predisposed the mindset unless the clearly see that solution in a similar situation had been proven to work and is therefore considered to be good.
5. Positive problem-solving approach: This involves a positive thinker with a very open mind who is optimistic and unimpeded by fear, with the believe that improvement is an inevitability and therefore creates opportunities for solution and with the aim of implementing those solution for the sake of peace and harmony.

### **Recommendations**

For secretarial profession to continue play its significant role in the nation building despite challenges in workplace the following recommendations are made:

1. The curriculum at the tertiary institutions should be reviewed to include courses that help to address conflict and problems in workplace etc
2. The Secretaries should be given the broad based knowledge to enhance their administrative and managerial roles in the way and manners challenges can be resolved in establishment or institutions

3. Principles and methods of open dialogue, respect to cultural diversity, team building should be adhered to in offices in order to promote efficient and effective service delivery.
4. The aspect of challenge and conflict resolution in workplace should be added as a component in secretarial programme, especially Polytechnics that runs ND and HND in Secretarial Studies (OTM).
5. Secretaries should be groomed by allowing them attend seminars, conferences, workshops and other relevant training on the secretarial challenges and conflict resolution at workplace to help update their knowledge in the area of conflict and disagreement resolution aside from the annual professional workshops

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