PROFESSIONAL SKILLS AND PRACTICES

18PDM101L

**CASE STUDY ANALYSIS**

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ECE – A

# **CASE 2: CONFLICT BETWEEN SHIRLEY AND ABDUL**

## **What are the key issues or problems of the study?**

The first problem faced here is the unwillingness of Shirley and Abdul to communicate with each other and prefer to blame each other.

The second one being that Shirley still holds on to the shortcoming Abdul might have had over those 8 months ago, she took no effort to amend her view of how Abdul changed over the course of time.

The third, is that Abdul takes no effort in trying to understand Shirley’s stance and feelings, he simply thinks that just because she has other projects, she does not need to bother herself with the one assigned with Abdul.

The fourth, is that the general manager was more focused on her new company and just wanted to get settled with her work without considering the opinions and repercussions of her actions and how it might affect Shirley and Abdul.

## **Prioritize the issues or problems.**

The most important issue to be resolved here is the unwillingness of Shirley and Abdul to be able to communicate their problems with each other and having to approach or trouble some other person with their own problems which they could’ve simply resolved with a simple talk.

The next issue we face is the way Shirley views Abdul and how Abdul views Shirley. They’ve made their own assumptions of each other before hand before even interacting with each other properly.

We can’t really do much about the manger as she has already left the job to start her own company so we can just leave it to where it is.

## **Is it necessary to identify the cause of the problem? If yes, then explain the cause.**

Just like cutting a tree from its branches does not stop it from growing, the same way to resolve a problem is by getting to its root. Addressing the cause as to why Shirley and Abdul are reacting to each other in such conflicting manner is important.

One reason for why they might be acting the way they are to each other can be because Shirley is very adamant and stubborn and that Abdul simply thinks that whatever he does is right without getting others opinions. These are psychological issues developed since childhood and changing them would require a psychological approach, one that does not involve manipulation or any other form of misleading approach.

## **Brainstorm the options available to tackle the scenario.**

The most obvious way to approach this problem would be to make Shirley and Abdul talk to each other face to face. The next one would be to talk to each of them separately and individually find out what troubles they are facing, then discuss their problems with the other person i.e., acting as a medium in between the two without them actually talking to each other.

We can suggest the two of them to work on separate teams instead. They can take this problem to HR and get them to work differently if they turn out to be way too stubborn and adamant.

## **Evaluate those options, through their advantages and disadvantages.**

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| **Option** | **Advantages** | **Disadvantages** |
| Letting Shirley and Abdul talk to each other face to face. | They can certainly talk more clearly about what they think the other person is doing wrong.  It would help both of them to understand each other. | So far, they’ve been working together and there’s been no change in their results, there is no reason to trust why this would work.  There is no guarantee for whether this may end aggressively or not. |
| Acting as a medium between Shirley and Abdul and conveying Abduls problems to Shirley and vice-versa. | Since they both might react impulsively to each other, a distance between the both for a time being could be an appropriate approach.  Conveying one’s problem to another gives each other time to understand each other without having to interact.  The initial conflicts can be decreased overtime with each other. | The resentment they both harbour for each other might simply increase.  There is no actual interaction between the both of them which does not address the problem at hand clearly.  There is no reason for either of them to believe what we have to say as the word we say are coming from our mount and not the one who’s problem is to be addressed.  There is no guarantee how they might react when they do see each other in person. |
| Letting them part their ways and do their own things separately. | Both Shirley and Abdul get what they would want and get to work on their own works without bothering the other person.  Since they are working separately, they can focus purely on their work and get better results at what they are doing. | The problem is left unaddressed and suppose they were to get assigned again in future projects there would still be the problem of them not cooperating.  What if there is a project in the future that specifically needs both of their skills combined. With the problem left unattended, it would just lead them to be uncooperating and would produce only half-hearted results. |

## **Select an optimal solution and the approach used.**

The most optimal solution here would be to let the two of them speak with each other face to face, given that there is someone to guide them and to help each other express their opinions freely without them being impulsive to each other, i.e., someone to help cool the resentment they harbour with each other.

By doing this they are clearly able to express the other person’s shortcomings and though some of them might not be appropriate and even offensive for the other person to hear. It would be useful to understand why the other person says so, and whether them behaving that way is to their advantage or not. With time, effort and willingness to change themselves they can become an effective team leaders.

## **Describe how the solution should be implemented.**

There is various way this particular solution can be approached. An example of this can be whenever Abdul is about to make a decision for the team, he consults with Shirley about it as she too has an equal responsibility in the group. Now suppose Abdul does make a decision without informing her, then before getting angry she can take a look at what decision was actually was made and whether her opinion was actually needed or not.

They can address their problems to each other by talking it out and taking steps such as the one mentioned above to become a cooperative team leaders.