1. What are the key issues or problems of the study?

*Key issues are:*

*Lack of adjustment*

*Ego clash*

*Lack of understanding*

*and bit of intolerance.*

1. Prioritize the issues or problems.

*Lack of adjustment and understanding is a root of the cause. And in professionalism these are the key requirements for any worker because you have to work in a team and not having these traits will lead to huge loss.*

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

*Yes, because if you will not recognize the cause then how will you get the solution.*

*Here the cause of the conflicts are problem in adjustment between Abdul and Shirley if they adjust and get understanding of each other then they can work better with each other.*

1. Brainstorm the options available to tackle the scenario.

*Options are that we have to monitor them and talk to them about their behavioural mistakes in private and we have to just use that old policy of asking them to put yourself in other others place or we can say view the situations from others perspective.*

1. Evaluate those options, through their advantages and disadvantages.

|  |  |  |
| --- | --- | --- |
| OPTION | ADVANTAGE | DISADVANTAGE |
| *Perspective Option* | *Might they understand each other* | *Might they get offend because of stubborn attitude* |
| *Monitoring* | *this will help them in Knowing their mistakes* | *Might they get offend because of stubborn attitude* |

1. Select an optimal solution and the approach used.

*Solution to this problem is that Shirley should be bit professional and Abdul should be asking before any meeting he is holding. Change in behaviours of both Abdul and Shirley will lead to solution and both requires to be bit more adjusting.*

1. Describe how the solution should be implemented.

*Solution is implemented by monitoring their behaviour and explain them their mistakes personally not in public without making them feel humiliated and every habit to get requires 21 days. So, for 3 weeks they require monitoring.*