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Problem Solving Paper

When it comes to problems within a company, there is always at least one problem. No company is perfect because humans are not perfect. I started working at Chick-fil-A when I was sixteen and worked there for almost four years before I thought it was time to move on and then accepted a job with Publix. Both companies are well known for treating their employees well, and Chick-fil-A lived up to those rumors. They were well-organized, provided free meals, paid well, and overall was a great job. Now for Publix, I can't say the same, which was shocking. I accepted a position within the deli department and immediately there were many things I noticed. There is a lot I can say about Publix that were so unprofessional or major problems within the company. Still, the most challenging issue for me was how the managers lacked leadership abilities.

Before we go into the problem, let's talk about how the work environment was. Publix is a big store and has many departments, so, interestingly, the managers for customer service were the ones to hire me without the deli manager's knowledge. When I showed up for my first day, the deli manager didn't know what to do with me (this turned out to be a reoccurring event whenever I showed up to work). On the bright side, the managers were very kind and welcoming to me and my coworkers; there was no weird drama when working as a team. Everyone understood kindness and helping one another when it came to helping customers, and I appreciated that a lot. However, even though everyone was friendly, it was clear that there was no respect for management, and no one had the desire to go above and beyond when it came to their position. My coworkers had the attitude of "I'm here to put as much effort as I feel and nothing more," and I wasn't surprised because the managers had the same type of mentality as well. When you aren't happy to be at work, many problems arise with work performance since you don't care how the company grows. Because of that, the managers didn't manage to be a leader in any way.

On top of the positions being chaotic during the shift, scheduling was also very unorganized. Whenever I requested days off, they always mixed-up which days I wanted off, making it inconvenient for me to ask off for specific times. When scheduling was done wrong, it often left us short of staff, and multiple of my coworkers were irritated by the lack of help. During my time at Publix, I remember an incident while working on the sandwich bar station and being trained by a woman who had the worst attitude in the world. She had no respect for our managers when it came to following the rules and made no efforts in doing her job well. It was the middle of a lunch rush, and she left me to make all the sandwiches because she wanted to take her break. I was drowning in orders, and the line of customers was getting longer every time I looked up. When the rush was over, I went to the back to look for her, and she was sitting down, giggling with the manager on the shift! The manager didn't care that she left me and went thirty minutes over her break time. If the manager cared enough about being efficient and being a role model, they would've told her to go back to doing her job. The lack of leadership dwelled within the department, which lead me to quit within two weeks.

The way team members perform is a reflection of who is in charge of the team. If you have an unorganized, disrespectful, and unmotivated team, it's your job as a leader to shape the

team to be the best they can be in order to reach specific goals. When the leader doesn't care to achieve goals and help their team members reach their potential, it is reflected in how team members perform. The deli department's missing piece at Publix was a leader to motivate their employees to perform beyond expectations. In the textbook, this type of leadership is called transformational leadership: "Involves inspiring followers to commit to a shared vision that provides meaning to their work while also serving as a role model who helps followers develop their potential and view problems from new perspectives." If the managers at Publix had a vision and explained the importance of specific outcomes, team members would respect them more. After respecting leadership, you then grow to sharing the same goals and wanting to achieve them. Usually, when people want to coast through a job without doing work, they quit when too much is expected, but the fact that this woman was not fired from Publix shows that the managers did not have any expectations at all. My recommendation to this problem is for whoever is higher up in the company to explain Publix's vision as an overall company. Anyone who isn't willing to share the same idea can quit. I believe expectations were not given to the managers at Publix, and with no expectations given, there are no consequences when things are not done right. There needs to be a clear understanding of what it means to be an efficient leader in charge of a team.