

ANDHRA PRADESH HUMAN RESOURCE DEVELOPMENT INSTITUTE- BAPATLA

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WELCOME

PROBLEM SOLVING AND DECISION MAKING

Problem is an uneasy and difficult situation, the solution being to be found by creative and innovative thinking

Good Morning



**A door is much smaller compared to the house,
A lock is much smaller compared to the door.**

**A key is the smallest of all,
but a key can open entire house..!! Thus a small, thoughtful**

Psychology says:



When you focus on problems, you will have more problems. When you focus on possibilities, you will have more opportunities.

మనిషిలో
సంస్కారాన్ని చంపే
ఇగో..



THREE REAL PROBLEMS

- Ill health
- Hunger
- Poverty

PROBLEMS ARE:

- Omni present
- Faced by every one
- Have reasons
- Do have solutions

PROBLEM SOLVING AND DECISION
MAKING ARE TWO SIDES OF A
COIN

PROBLEM SOLVING AND DECISION MAKING NEED:

- Presence of mind
- Strength of mind not strength of body though it is necessary
- Patience
- Meeting of minds - Collective responsibility
- Coordination (synchronizing the efforts of the personnel).

PROBLEM SOLVING AND DECISION MAKING STAGES

- Identify the problem
- Search for the reasons
- Gather as much information as possible
- Information is knowledge and knowledge is power
- Develop various solutions
- Choose one “best” solution
- Monitor and review

MODES OF SOLUTION

- Domination
- Compromise
- Integration

Domination Analysis : DISHA case

- She was weak – The miscreants were strong.
- The miscreants are weak – The society is strong
- The society is weak – The state is strong.

Compromise

- The victim is lost forever
- The family is at loss
- The miscreants will lose Prime time of their life.
- The victim's family partly satisfied.
- Friction continues.

Integration

- Rajeev Gandhi assassination.
- Graham Stein's murder and response.

PROBLEM SOLVING INVOLVES

- Risk
- Creativity
- Innovation
- Research
- Critical thinking
- Lateral thinking
- Analytical thinking

DECISION MAKING

- Life is a series of decisions
- Decision making process never ends
- Realization of a decision leads to another decision.

IMPORTANCE OF DECISION MAKING

- Not taking decision leads to stagnation
- Stagnation leads to dead end(3 fish story)
- Decide or Quit (Maharashtra example)
- Taking a bad decision is less harmful than taking no decision at all

DECISION CATEGORIES

- Fact based decisions- Daily routines
- Value based decisions
 - Important : studies - options after 10th class
 - options after Intermediate
 - Critical : Battle field decisions

Options before the victim

- Nothing is more valuable than life. So,
- She could have abandoned the vehicle and go away.
- She could have taken help of toll gate personnel
- Could have dialed 100.
- Could have fought.

Personal and Organizational Values



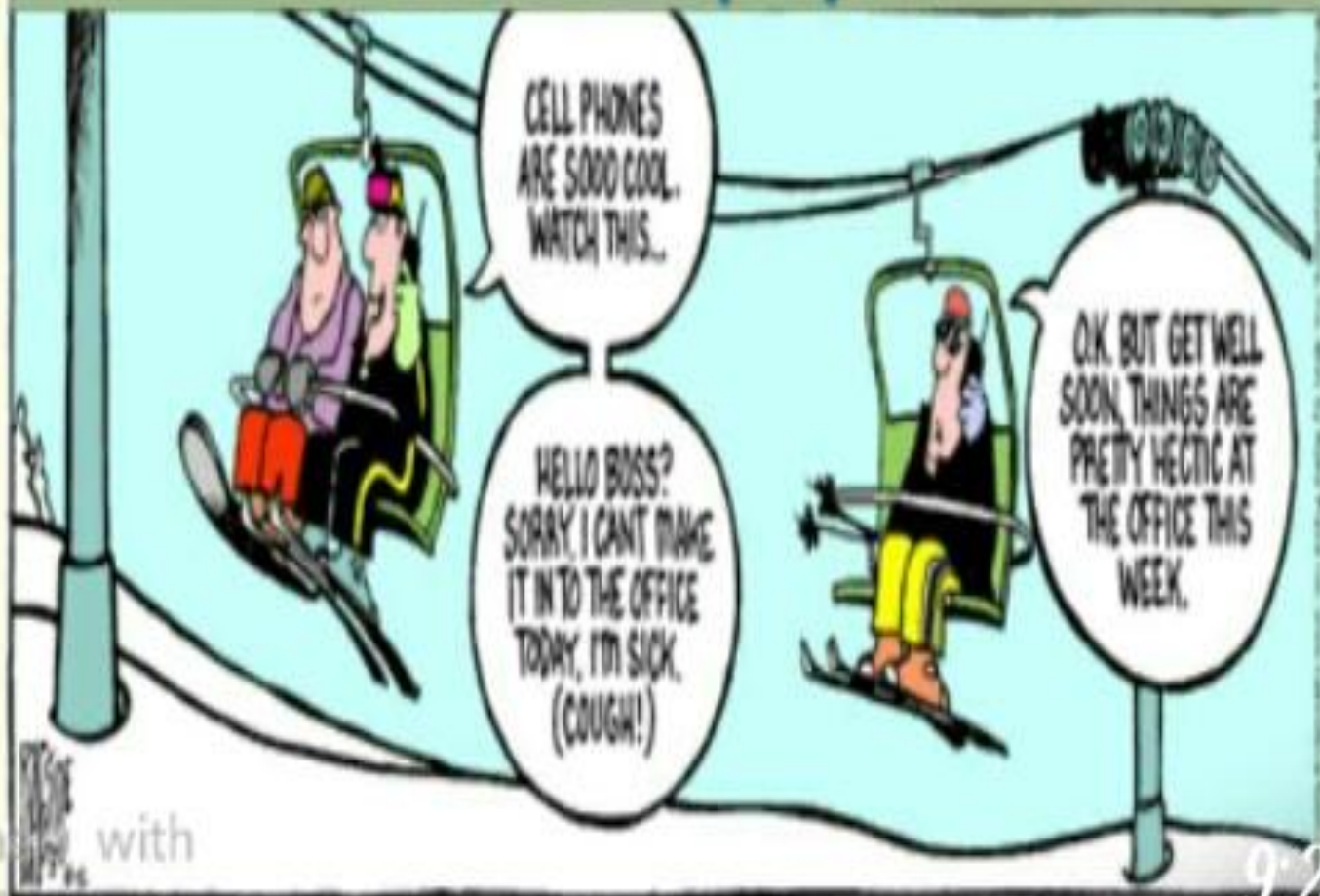
బడిలో టీచర్లు ఏనాడైతే
కొట్టడం మానేసారో
అప్పటినుండే విలువలు,
నైతికత పతనమయ్యాయి...
(దీనికి నైతిక బాధ్యత
తల్లిదండ్రులది, మీడియాది)

Culture

- Organization's culture is the mother of values for personnel and organizations.
- Family as an organization
- IITs and IIMs culture
- Private Engineering College culture
- Government Degree college culture

We create the culture we deserve

Boss & Employee



CHARACTERISTICS OF CULTURE

LOW PERFORMANCE

- Poor leadership
- Demotivated staff
- Invisible values
- Bureaucracy
- No flexibility
- Inefficiency
- Barriers between departments
- Poor service delivery

HIGH PERFORMANCE

- Great leadership
- Motivated staff
- Visible values
- No bureaucracy
- Flexibility
- Efficiency
- No barriers between departments
- Good service delivery



OFFICE TIMETABLE

9.00	STARTING TIME
9.30	ARRIVE
9.45	COFFEE BREAK
11.00	WORK BREAK
11.15	PREPARE FOR LUNCH
12.00	LUNCH
2.45	AFTERNOON WORK BREAK
3.00	TEA BREAK
4.00	PREPARE TO GO HOME
4.30	GO HOME
5.00	LEAVING TIME

WHO IS THE BEST AMONG THE THREE: A, B or C?

Mr A: He had friendship with bad people, often consulted astrologers, was a chain smoker, and drank 8 to 10 times a day!

Mr B: He was kicked out of office twice, used to sleep till noon, used opium at college and drank whisky every evening!

Mr C: He was a decorated war hero, a vegetarian, did not smoke, did not drink, never cheated his wife, and was a good painter.

You would say Mr C. Is it not?

Mr A was Franklin Roosevelt, the 32nd President of USA!

Mr B was Winston Churchill, the former British Prime Minister!

Mr C was ADOLF HITLER!

**Strange but true! It is not right to judge anyone by one's habits.
Character is a complex phenomenon. But many people's
characters affect the culture of an institution!**



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PERSONEL VALUES



PERSONEL VALUES

- What are values?

Values are qualities that add esteem and excellence to life.

Eg:Karna; Ravanaasura etc though negative roles, stood for values.

Dharama raja and three questions.

A FEW PERSONS WITH VALUES

1. Subhash Chandra bose
2. Lal Bahadur sastri
3. Uddham Singh
4. Sankaran IAS,
5. Raju IAS
6. Intiyaz IAS

Base for values

Do to others what you expect
others to do for you

A FEW PERSONAL VALUES

- Punctuality
- Charity
- Trust worthiness
- Keeping promises
- Separating personal and official resources
- Going extra mile
- Good Samaritan



Your value doesn't
decrease based on
someone's inability
to see your worth.



ORGANIZATIONAL VALUES

The nation as an organization.

- Bonding values between the nation and its people
- Pledge : India is my country....
- Love for the country
- Respect for elders
- Courtesy in behaviour
- Striving for the country

THE CONSTITUTION OF INDIA

PREAMBLE

WE, THE PEOPLE OF INDIA, having solemnly resolved to constitute India into a **¹[SOVEREIGN SOCIALIST SECULAR DEMOCRATIC REPUBLIC]** and to secure to all its citizens :

JUSTICE, social, economic and political;

LIBERTY of thought, expression, belief, faith and worship;

EQUALITY of status and of opportunity and to promote among them all;

FRATERNITY assuring the dignity of the individual and the **²[unity and integrity of the Nation]**;

IN OUR CONSTITUENT ASSEMBLY this twenty-sixth day of November, 1949 do **HEREBY ADOPT, ENACT AND GIVE TO OURSELVES THIS CONSTITUTION.**

1. Subs. by the Constitution (Forty-second Amendment) Act, 1976, Sec. 2, for "Sovereign Democratic Republic" (w.e.f. 3.1.1977)
2. Subs. by the Constitution (Forty-second Amendment) Act, 1976, Sec. 2, for "Unity of the Nation" (w.e.f. 3.1.1977)

- To abide by the Constitution and respect its ideals and institutions, the National Flag and the National Anthem;
- To cherish and follow the noble ideals which inspired our national struggle for freedom;
- To uphold and protect the sovereignty, unity and integrity of India;

- To defend the country and render national service when called upon to do so;

- To promote harmony and the spirit of common brotherhood amongst all the people of India transcending religious, linguistic and regional or sectional diversities;

- To renounce practices derogatory to the dignity of women;

- To protect and improve the natural environment, and to have compassion for living creatures;
- To develop the scientific temper, humanism and the spirit of inquiry and reform;
- To safeguard public property and to abjure violence; to strive towards excellence
- To provide opportunities for education

Bringing together the personnel with personal values and organizational positions to realize the objectives of the organization.

Thank you