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Business Communications
E19_ 94332_ _RS3

PROBLEM SOLVING IN SOCIAL AND ETHICAL MATTERS

Presented to Cristina Guraeib

LaSalle College
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NAME _____ Kyndall Reinson _____

Company name: Versace
Position: Buyer

1.

Five suggestions to encourage workplace diversity and communication
1. Call on names and ask for their opinion. (Humphrey, 2015).
2. Provide a feedback box that allows employees to leave their thoughts and concerns anonymously.
3. Sensitivity training programs; focusing on inclusivity and communication.
4. Mentor programs; helping the new hires understand their roles and employees from over seas with their transition.
5. Provide training manuals representing multiple languages.

(Lazzari, 2019).

2.

Social Responsibility Program
(a) Sustainable Focus: This program provides a recycling program and has labels for proper disposal, encourages a paperless office, purchases from sustainable vendors, produces volunteer programs and implementing reusable equipment/office supplies (The, 2019).
(b) I chose this program because protecting the environment is an important cause and the fashion industry contributes a lot of pollution. By turning to sustainable practices, the fashion industry can prevent further damage to the environment and start protecting it
(c) First action to be taken is sending every department a memo about the Sustainable Focus initiative. The second step is to mention the program on the company website with a link that shares all the information. Third step is to promote the Sustainable Focus at every store location in the window displays and through out the store.

3.

Ethical dilemma
(a) An ethical dilemma I could face is witnessing my superiors using intimidation tactics to another employee. (LaSalle, 2019). Deciding whether or not speak up on it creates the internal dilemma.
(b) The pressure and use of threats my superior was placing onto another employee was unethical.
(c) The employee that was on the receiving end was affected as well as myself in my comfortability.
(d) My ethical decision was to raise my concern was the superior applying these tactics and report their behaviour to HR. As well checking in on the employee on the receiving end.
(e) The most challenging aspect of this situation was my concern if speaking up could cost me my position. Were my values strong enough to get me to speak on the issue.

4.

Communication problem interview
Name: Camelia Rowan
Position: Assistant buyer
Company: Aritzia
Email: rcamelia@gmail.com
Phone number: (604) 785-2106
Biggest communication problem they have encountered: Through an email with her superiors about the storage space the location 204 had and how much inventory was to be shipped there.
Their biggest communication mistake: Her biggest mistake was not re-reading the email to ensure she had the right amount of space and not responding to the email to confirm the storage limit.

5.

Applying the 7-step problem solving model
1. Step 1 is identify the problem and your goal.
2. Step 2 is gathering the relevant data and facts regarding the problem.
3. Step 3 is brainstorm (as a team or independently) possible solutions.
4. Step 4 is testing the solutions by determining the pros and cons.
5. Step 5 is choosing the best solution.
6. Step 6 is to act by implementing the best solution.
7. Step 7 is to evaluate by reviewing the results of your solution.

(LaSalle, 2019).

Bibliography (5 different sources for your statistics)
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