Human Relations

[Name of the Institution]

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**Introduction**

Personal characteristics refer to the distinguishing traits that an individual possess. These characteristics influence problem solving and decision-making abilities of people. These abilities can be improved with time through constant efforts such as concentrating better on providing a response to a problem. Mostly personal characteristics are developed in childhood, however, they can be strengthened with time through quality education, discipline and training. Due to changing trends and experiences, individuals learn to better respond to unexpected situations. They tend to react positively and implement effective problem-solving skills. The personal characteristics consist of cognitive intelligence, emotional intelligence, flexibility, intuition, concentration, perfectionism, values, and taking risk and challenges in problem-solving.

**Discussion**

**Personal Characteristics**

Problem-solving skill is highly influenced by cognitive intelligence which refers to ‘the intellectual abilities that are necessary to solve complicated problems, mostly includes maths and conjugating verbs’. Also, education is considered an important characteristic of problem-solving due to strong learning background, people have a better understanding of the principles on which the societies rely. In general, it is perceived that if a person is well educated, he tends to make better decisions compared to people who are less educated. Emotional intelligence is another element that refers to ‘the ability to effectively dealing with your feelings and treating others in a better way’. It not only includes to better respond but also to influence people with your decisions. It requires great control over your anger and to be patient towards others. If a person is not able to control his anger, it will result in retaliation and revenge. Emotional intelligence also influences the career choice of an individual by choosing the right position for themselves. It also reflects the attitude and choices of individuals in their lives.

Flexibility is very essential to solve any problem, every problem has a different scenario which needs special treatment to make decisions. Flexibility allows people to be creative and innovative in their behaviours. It does not restrict a person from making decisions which better suit the situation. It refers to the characteristics of open-minded people, who accept all the good and bad measures. It is important for people to avoid rigidity in order to be more innovative and progressive. Another important characteristic is intuition that is rarely found in individuals, most people base their decisions on facts and figures. However, there are some who poses critical thinking behaviour and has a strong conscious of making good analysis. The based their reasoning on experience and balance the evidence to make decisions. However, intuition has its drawback as well, as the predictability of decisions is not accurate always. However, it is necessary to pay much attention to ot the outcomes and regularly get feedback on the decisions.

Concentration is another important factor to make good decisions. People make poor decisions when they are distracted by their surroundings. Thus, individuals need to be well rested and actively involve themselves in the process of effective decision making. Concentration can also lead to perfectionism, where the doubts about your thinking are minimized. Thus, there is no fear and decisiveness to achieve any goals. However, perfectionism also has the issue of delay work, where people keep modifying their work to have better outcomes. Thus, one needs to take a risk and trust their abilities and perfectionism. Risk taking is very rarely found in individual characteristics as people are afraid of loses, However, due to effective analysis of the situation and identifying all the related causes and problems can lead to better outcomes.

**Characteristics of Creative Workers**

Creative workers refer to exceptional people with higher intellectual and creative personality characteristics compared to their counterparts. They are more flexible and innovative in their techniques toward problem-solving. Also, they discourage the traditional ways of doing things and refer to new areas of knowledge and abilities. The characteristics of creative workers are grouped into three categories that are personality, knowledge, and intellectual abilities.

**Personality**

Creative people possess positive self-image and look into the pros and cons of every decision. They don't just rely on the position and self-confidence but rely on creative self-efficacy. They tend to solve the problems creatively and produce innovative outcomes. Creative people have strong interpersonal skills to convince their coworkers. They are inspired by collective work and involving their coworkers in the processes of planning. They develop a network of people who can support their ideas and encourage them. Creative people have a greater tendency for tolerating others and overcoming their problems. They take the concerns of their workers seriously and do not form a sudden opinion about their behaviours. They are supportive and manage their teams effectively. They make sure everyone is performing great in the organization. Creative people are a constant source of motivation for others and they utilize their abilities in a useful way. They also encourage feedback on their work which makes them improve their quality.

**Knowledge**

Creative people have a broad background of knowledge and information. They have a strong academic profile as well as observation skills. Knowledge is believed to be the backbone of providing productive ideas. It provides the people to make connections to their fields and act accordingly to different situations. Creative people associate their knowledge to their work to produce quality outcomes. The problem-solving techniques also require individual knowledge about their area of intervention. It helps them to be proficient and expert in their work. With knowledge, individuals are capable to identify the potential threats to their organization and thus act proactively. It also helps people to define their limitations and shortcomings. It clarifies the areas of interest of individuals and highlights their potentials. It outlines both the positive and negative perspective of workers, thus they work to improve their knowledge. Knowledge is not only restricted to academics but individuals learn their whole life through learning and experiences. They pinpoint their weaknesses and get training to overcome them.

**Intellectual Abilities**

Intellectual abilities refer to the exceptional abilities of creative workers which encourage them to perform extraordinarily. However, it is not a high requirement for being creative but it encourages workers to generate alternative solutions. The key to improving your intellectual abilities is the insight that involves the collection of relevant information and disregarding the irrelevant. It also involves finding connections between the traditional and the new methods, to see the big picture for intervention. Intellectual abilities help creative people to apply diversity to their decisions and expand the number of solutions to a particular problem. However, they are also proficient in narrowing the vast pool of suggestions and selecting the most appropriate solution. They also do not discourage their workers and come up with a joint solution which reflects the priorities of the majority of the people. Creative people concentrate intensely on the given tasks to look into all the possible suggestions. They believe that traditional mindsets to block the creativity of the individual, thus we need to bring open environments where everyone is free to build consensus on their own intellectual abilities. Brainstorming is another technique used to encourage group members to think of multiple solutions.

**Relation Of Critical Thinking To Problem Solving**

Critical thinking refers to ‘the systematic way of taking decisions and solving problems based on proper evidence’. It includes the cognitive and intellectual behaviours to solve problems. The decision making involves verified information which is taken into account while making responses. A person who thinks critically and rationally would be in a better position to solve problems. Critical thinking involves certain traits to solve problems such as skepticism, evaluating the assumptions, making a decision and considering alternative arguments.

**Skepticism**

Critical thinking relates to the high probability of skepticism about arguments being presented. It does not involve the availability of single facts on which the decisions could be based. However, it tends to increase the prospects of identifying logical flaws efficiently. Some people tend to have to unbalance emotional state and thus made some irrational suggestions. Critical thinking thus enables skepticism to pinpoint the underline opinions and look into all the facts. It works efficiently to include solutions based on rationality and logical facts. It requires high brainstorming to consider ideas and implement changes.

**Evaluating The Assumptions**

Critical thinking is believed to have better prospects for evaluating the assumptions. Many decisions are based on random perspective which does not have any underline facts, thus critical thinking plays a major role. It involves a high tendency of situational factors which are usually unpredictable. Thus, by looking into the past examples and experiences, one can analyze the outcome of particular assumptions. It requires high cognitive skills to evaluate the assumption based on the performance and skills of people. Different technicalities are taken into account to evaluate the assumptions and provide solutions. Critical thinkers need to negotiate and find the best ways to solve the problems.

**Making Decision**

Decision making is the most technical parts it involves evaluation of all the available data and finally giving the opinion. The prospect of anything is based on the decision, it may be inclusive or autocratic. However, to solve problems, many people adopt inclusive and participatory approaches. They include the suggestions of everyone that hold importance to the underline problem. Experience and knowledge plays an important role in making decisions and increases the probability of effective outcomes. The idea of multiple intelligence is applied to problems to understand the issue in distinct ways. The decisions which reflect the needs of the majority of people tend to produce greater satisfaction among the teams and have a higher probability of solving problems.

**Considering Alternative Arguments**

The alternative arguments required extensive research about the issue. The most suitable strategy or idea is then finalized and implemented to solve issues. Critical thinking rejects the idea of focusing on a few traditional methods. They prefer to have maximum opinions in which they will decide to apply the best one. It involves judgemental power to encourage or discourage certain ideas. Many assumptions are based on imaginative thinking, thus it is critical to prevent implementation of those ideas which are based on weak perspective. At times critical thinkers had to play the role of lawyers to judge the present situation and define best strategies to cope up with the problems. They are required to be an explorer in order to find different fields of intervention for a particular problem and decide solutions.

**Conclusion**

Personal characteristics of an individual play an essential role in defining their abilities. The cognitive and emotional intelligence is necessary to make decisions regarding the goals and objectives of individuals in their lives. People make efforts to achieve these goals by incorporating the problem-solving ability to control the biases. Individuals tend to make more fair decisions based on rational evidence. It includes knowledge, effective personality traits and intellectual abilities to critically think and solve the problems. Intellectual abilities differentiate the capacity of individuals from one another and people are in a better position to respond to the challenges. Critical thinkers also reject the traditional way of performing work and encourage more innovative techniques and ideas to minimize the probability of problems.