Solutions

At Niche Consulting we believe the correct diagnosis of the problem is critical to ensure the problem is fixed at its core and therefore solved effectively. Sometimes the problem may not be obvious and a knee jerk response may cause more harm than good.

Below we summarise some of the challenges, issues and problems organisations face today. In addition, we suggest some common causes and some possible solutions. This table illustrates how the same problem may in fact be caused by a number of issues, and before treating the problem, it is first best to correctly diagnose the cause.

Issue or Problem	Potential Causes	Solutions - Implement
o Drop in sales o Drop in profits o Less returning customers	o Customer service levels poor o Organisational structure not supporting strategy and goal achievement o Economic downturn	o Better customer service personnel recruitment: including assessment and behavioural interviewing o Customer service training o Restructure organisation o Reduce jobs – outplacement
o Poor sales team performance	o Poor recruitment of sales people o Poor training of sales people o Poor management of sales team o Poor performance management	o Psychometric testing of sales staff including call reluctance o Call reluctance and sales training o Leadership development o Performance management
o Ineffective hiring practices o Poor job fit between the employee and the role o Poor fit between the person and the organisational culture o High turnover	o Poor or no psychometric testing done o Poor management competence in interviewing o Lack of job analysis and accurate job descriptions o Lack of job analysis and person competencies defined	o Robust Psychometric assessment o Recruitment skills training o Job Analysis and position descriptions created o Competency profiling for role o High performance modelling o Assessment Centres
o Poor employee engagement and satisfaction o Low employee motivation o High absenteeism	o Low managerial competence o Poorly handled restructuring o Poor recruitment practices o Poor performance management practices o Unhealthy or bad organisational culture	o Leadership training and development o Executive coaching o Change management programmes o Outplacement Support o Recruitment skills o Psychometric Testing

		o High performance modelling o Organisational Surveys o Exit Interviews o Performance management training and systems
o Low staff wellbeing and high levels of stress	o Poor management o Poor management of change within the organisation o Poor job design and job sizing	o Stress management workshops o Leadership development o Work life balance initiatives o Job analysis o Change management workshops
o Managers promoted beyond their ability – "the Peter Principle"	o Lack of analysis of individuals potential for the next level role o Poor recruiting practices	o Robust psychometric assessment in all internal and external appointments o Recruitment skills o Development centres
o Team conflicts and performance issues	o Personality clashes o Poor team leadership o Lack of understanding of roles and different strengths or types	o Executive coaching o Leadership Development o Team Building workshops
o Dishonest employees	o Lack of integrity not picked up in the interview or recruitment process o Poor referee checking	o Integrity Testing o Recruitment skills
o Ineffective managers	o Poor recruitment of managers o Poor training of managers	o Robust Psychometric testing of management applicants o Recruitment skills o Leadership development
o Staff unhappy with lack of promotion opportunities	o Succession management lacking o Training and upskilling opportunities lacking o Poor performance management system	o Performance management training o Training and development o Career Coaching o Executive Coaching