Workplace Tidbits

Conflict in the Workplace

Conflict in the workplace is inevitable, simply because people are different. Workplace conflicts can manifest in a multitude of ways including insults or bullying, aggression, refusal to cooperate or ignoring others.

The negative effects of these actions can include emotional stress, decreased productivity, project failure, absenteeism and a toxic work environment for all – even for those not directly involved in the conflict. It's pretty obvious that resolving conflict in the workplace is key to the success of any organization.

Major Causes of conflict in the workplace include

  i. Poor Communication

  ii. Personality clashes

  iii. Scarcity of resources

  iv. Overwhelming workloads

  v. Lack of clarity on roles and responsibilities

When people don't recognize, understand or accept differences in others, conflicts can arise.

In order to create a harmonious environment where an organization can thrive, workplace conflicts need to be defused as quickly as possible.

Focus on your shared goals at work. Find a common ground you share as a team and stay clear of heated conversations.

Improving Customer Care At The Corporation

Ms. Sylvia Sigei from Next Technologies presenting the Cx Overview

The Corporation is in the process of implementing a cloud based Customer Relationship Management (CRM) system designed to manage the process of interactions with its customers and stakeholders.

The Oracle Service Cloud(CX) which is being implemented alongside the ongoing S4Hanna Project RIDS project aims at improving the Corporation's service delivery and complaints resolution mechanism. Once in place the system will be able to gather customer data across different channels such as the website, telephone, direct mail and social media platforms in use by the Corporation. This will not only aid in record keeping and customer database management but will also ensure faster, efficient and professional customer care

The system which is expected to improve customer experience will have a self service portal where the customer can create an account and get a unique identifier which they can use to make an enquiry, lodge a complaint or follow up on the status of the case they have raised.

To do this, customers will be required to provide their contact information and answer a few questions to help them get a personalized response by the on-board knowledge system, chat with a customer service staff to raise their concerns (incidence).

Internal users will have one view of customer's profile such as contact information, cases raised and status of the incidence. If an incident remains unattended, it will be escalated to the next available agent.

Projects Progress Report

1374 Projects Commissioned

Week ending 01/10/2021 **12**
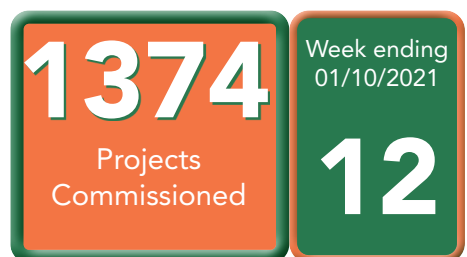
12 projects were commissioned in the week ending 01/10/2021, in various parts of the country.

The total number of commissioned projects currently stands at 1374 as compared to 1362 projects that had been commissioned by 24/09/2021. The number of projects in progress is 944 out of the cumulative 2318 projects under implementation in the in 2020/2021 FY. 151 projects are awaiting either joint inspection, shut down or commissioning.