**Student Name:** Brandon

## Problem Solving Application

### Question 1: Bray (5-Step Evaluation)

### Scenario

* Bray work for Alley Tech in the Creative Division. They have worked on the same team as Sue for 5 years and they have become good friends. They have some common interests and enjoy spending time at lunch sharing information and researching World War I memorabilia.
* Recently, Bray notices that Sue wanted to continue their lunchtime chat into working hours. Bray is trying to drop hints that they have work to do but Sue follows them to their desk, pulls up a chair, and keeps talking. Today, it was 20 minutes before she went back to her desk.
* Bray does not know what to do, but they remember learning about a 5-step problem solving approached they learned in an Employability class. They find their old notes and complete some of the process below.

### Your task is to read each step carefully and complete Step 5.

### Step 1: *Identify the issue to be addressed.*

* Sue is making me uncomfortable by staying at my desk and talking too long after lunch. I am afraid we will get in trouble.

### Step 2: *Gather and analyze information to help you address the issue. What information do you need? Think critically about the issue now you have more information.*

* I have noticed that Sue comes to meetings late sometimes.
* I really enjoy talking to Sue. She has become a good friend.
* Sue does not do this to anyone else – just me – maybe because we are friends and we both have a common interest: World War I memorabilia.
* When I try to get back to work, she does not seem to notice that I am ignoring her.
* I notice that other people in the office seem annoyed because she is talking when everyone is working. I do not know if she notices.
* Sue is a good worker when she is at her own desk. She has great ideas.
* This problem is making me anxious. I find it hard to focus on my work when she finally does leave my desk after lunch. It takes me a bit of time to get back to work because I am feeling stressed about the missed time and everyone noticing.
* Our boss has not said anything to us yet, but I saw them watching us today.
* A coworker got a warning letter in their Human Resources file for being late. I do not want a negative letter in my file, so I need to solve this problem.

### Step 3: *Develop multiple routes of action. Come up with as many ways of acting as you can. I can:*

1. Go out for lunch and breaks so I stop talking to Sue.
2. Tell the boss that Sue does not go back to her desk and is interrupting my work and the work of others.
3. Talk to my coworkers and ask them to tell Sue to be quiet during work time.
4. Talk to Sue and explain how I am feeling and that I enjoy her friendship. Let her know that we might get in trouble if she talks to me during work time and that it makes me feel very anxious.
5. Do not say anything about her sitting at my desk after lunch but invite her to dinner so hopefully she does all her talking then.

### Step 4: *Pick the best action and address the issue.*

* Tell the boss that Sue does not go back to her desk and is interrupting my work and the work of others.

**Results of this course of action:**

* The boss talks to Sue and tells her that coworkers are complaining about her taking about non-work topics during the workday.
* The boss warns her that the next time they get a complaint, a letter will be put in her Human Resources file.
* Sue no longer visits with Bray at their desk.
* Sue avoids Bray and they no longer talk during breaks or at lunch.
* Bray misses his friendship with Sue.

### Step 5: *Evaluate and reflect on the effectiveness of Bray’s choice of action (Step 4) based on the results of this course of action.*

1. Do you think Bray would be pleased with the action they took when you consider the results of the course of action? Include at least 2 details in your response to explain why Bray would be please, or why they would not be pleased. Yes I think He would be pleased I think Bray
2. Do you think there might be another action from Step 3 that could have been better? If so, what is that action and include 2 details to explain how the results or this action might have been better.
3. If you were Sue, what course of action from Step 3 would you prefer that Bray took? Include 2 details explaining why you would prefer this course of action. I would have Bray try to talk with Sue again. There Was a breakdown in Communication

### Question 2: Mel (Communication in the Workplace)

***Instructions:***

* Work through the Problem-Solving process Steps 1-4 ONLY.
* Your ideas should show that you put deep thought into each step. Refer to the Bray scenario as needed.

### Scenario

Mel works in the environmental science field conducting energy modelling for new builds. They have worked in the field for several years, but recently they started a new job at a company that uses new and improved software that Mel has never used. During the interview, Mel was told by her supervisor that John will train them on the new software program. Mel is a hard worker and looks forward to learning the new software and applying it to their new projects. John works in the same position as Mel, and he has the most training and experience with the program.

During the first few weeks of work, Mel was really puzzled by John’s reactions to their requests for guidance. As Mel worked through their first project using the new software, many questions arose, and guidance was needed to progress. John often did not respond when Mel reached out by email or chat, or if he did, he stated that he did not have time, or told them to ask someone else. His tone was abrupt, and Mel thought he was being intentionally rude. Since Mel is new to the company, they are unsure who to ask or what to do.

Fortunately, Mel recently completed training in Skills for Success and decides to use the problem-solving steps to assist them in making the best decision to resolve this issue.

### Work through the Problem-Solving processes for Mel, Steps 1-4 ONLY.

### Step 1: *Identify the issue to be addressed.*

### Step 2: *Gather and analyze information to help you address the issue. What information do you need? Think critically about the issue now that you have more information.*

### Step 3: *Develop multiple routes of action. Come up with as many ways of acting as you can.*

### Step 4: *Pick the best action and address the issue.*

### Enhanced Skill Development\*

*Enhanced skill development questions provide students with the opportunity to think deeper about the topic. The activity below is more complex, and the extra practice will further polish professional relationship skills. If you completed the lab questions above before the end of class, it is expected that you will complete the following scenario questions.*

Read the following scenario and respond to the questions in sentences or point form. You can refer to class notes as needed.

### Scenario: Phin

* Phin works for MacWorld Computers. They have been working with a coworker for a month on a project for an important client. The deadline for the project is today. Phin has completed their portion of the project, while their partner is 98% complete, as that last 2% need to be done together.
* Phin arrives to work early, as they are anxious to collaborate with their coworkers to complete the last 2% together and then do a final review of the project. This should take Phin and their coworker about 2 hours to complete.
* Phin and their coworker will submit the project to their manager, who will take about 1 hour to review and then will submit the finished document to the client.
* At 9:00 a.m., Phin’s manager sends them a massage that their coworker is at home sick with stomach flu and will not be in. The manage is attending important negotiations and will not be available until 3 p.m.
* The coworkers have their work laptop with them at home and all their work for the project is in that computer.

*Phin has an issue that needs to be resolved. Take your time and work through the Problem-Solving Steps 1-4. Refer to the Bray scenario as needed.*

### Step 1: *Identify the issue to be addressed.*

### Step 2: *Gather and analyze information to help you address the issue. What information do you need? Think critically about the issue now that you have more information.*

### Step 3: *Develop multiple routes of action. Come up with as many ways of acting as you can.*

### Step 4: *Pick the best action and address the issue.*