CASE – 1

1.What are the key issues or problems of the study?

ANS – The issue is the inability to communicate with invitee Maria who is suffering from cerebral palsy and is physically disabled

1. Prioritize the issues or problems.

ANS – The are issues are listed below –

1. Maria has cerebral palsy and physically disabled
2. Maria is not able to communicate with Julia.
3. Julia is not able to understand and communicate with disabled participants.
4. Is it necessary to identify the cause of the problem? If yes, then explain the cause.

ANS- YES, it is necessary because learning the cause of problem helps to rectify the problem and tackle it more conveniently. Here the cause is Julia because she is clueless and ignorant. She did feel bad about that fact that she is not good at handling disabled participants but she didn’t ask any other worker to help her to understand what Maria wants to convey.

1. Brainstorm the options available to tackle the scenario.

ANS- To tackle this problem Julia could have called some other worker to help her at that moment. As she knows that she is not good at handling disabled participants she should learn something from this scenario and get some lessons on how to deal with disabled participants so that she couldn’t face this same problem again.

1. Evaluate those options, through their advantages and disadvantages.

ANS-

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| Option | Advantages | Disadvantages |
| Julia could have called some other worker to help her at that moment | Will Help Julia to deal with problem | She will become dependent on others |
| get some lessons on how to deal with disabled participants so that she couldn’t face this same problem again | Will learn something new, will help her in future and in workplace also | No disadvantages because knowledge is always helpful in every situation |

1. Select an optimal solution and the approach used.

ANS- In this case study we come to know that certain physical illness requires a special treatment from the general population. Consequently, Julia on her role of worker should have had more patience and smoothness at the moment of talk to Maria, in that way, Maria would have had a different response and so maybe they would have found a different method to be fully understood.

1. Describe how the solution should be implemented.

ANS- Solution should be implemented by following ways –

1. When Julia said “I’m sorry, I didn’t understand what you said” She could have said “I’m sorry Maria could you please speak slowly down? “
2. When Julia was confused and says, “One more time please?” instead of this she could have said “Maybe I could try to guess what are you saying, Blink twice to say YES and blink once to say NO “
3. When Julia was bit flustered and says “Okay, well, maybe we can talk about that next time.” She could have said “Maybe I could call your family member to come and help us out”

The above solutions are more effective to deal with the scenario.