

BJEL2013 ENGLISH FOR CAREER PREPARATION (202309)

CASE STUDY QUESTION FOR COURSEWORK 3

The managing director, John, is known for his aggressive behavior towards his employees. He often yells at them and demands that they work long hours without breaks. Susan, a new hire at the agency, feels uncomfortable and intimidated by John's behavior, but is afraid to speak up for fear of losing her job.

Question: Identify what the issue at this workplace is. You must suggest **TWO (2)** solutions for Susan to solve this issue and provide justification for each solution.

SUGGESTED ANSWER:

Issue: hostile and aggressive work environment

Solution 1: Keep a Record of Incidents

Justification: Keeping a record helps in documenting the pattern of behaviour, providing concrete evidence if the situation escalates and formal action needs to be taken. It also helps Susan track the frequency and severity of incidents, aiding in any discussions or reporting she might undertake in the future.

Solution 2: Report the Issue to HR for Resolution

Justification: This solution provides a direct opportunity for Susan to address her discomfort without fear of reprisal. HR's involvement ensures a neutral and supportive space for the discussion, potentially leading to a better understanding between Susan and John. It also highlights to John the seriousness of the issue and the need for a more respectful and conducive work environment.