**User’s Expectation**

Student’s Name

Institution affiliation

Course Number and Name

Instructor’s Name

Date

**User’s Expectation**

Every day, professionals encounter tasks and responsibilities that might be intimidating or beyond their expertise. The mounting pressure from either the supervisor or the person assigning the task may make the person picturing the task to be complex. In the technological field, skills are paramount in service delivery and task completion. This situation is common for technological professionals, especially when they feel the assigned work is beyond their competence. Sometimes, IT professionals encounter a problem halting a significant process or work in the organization. The professional may aim to impress even though the task may seem difficult. From my perspective, I would request more time, negotiate with users, and seek assistance from someone with more experience.

 First, requesting more time to handle the issue will enable me to diagnose the problem by seeking help and assistance from an experienced colleague. Collaboration in the workplace is a critical factor in solving the complex problem. In case the task is dependent on accomplishing other processes within the workplace, input from another colleague is vital in solving the blocker (Understand Project Blockers & How to Transform Them into Success, 2023). Secondly, I will refrain from making promises on the possible timeline for resolving the issue. Failing to accomplish the task within the timeline I promised the user creates distrust. Eventually, this will harm my reputation for offering support and assistance in the future. Instead, I will negotiate with the user and try to make them understand the amount of effort, time, and expertise required to resolve their issue. By negotiating, I demonstrate that I am assertive and willing to offer assistance. Besides, being honest enables one to control their workload and wellness.

Reference

*Understand Project Blockers & How to Transform Them Into Success*. (2023, August 16). Www.usemotion.com. https://www.usemotion.com/blog/project-blockers.