# Section 1

## Scenario 1

About 6 months ago, two employees in my department left – one quit and the other was laid off. I was asked and agreed to do the work of the person who quit and was told that the additional responsibilities would lead to a pay increase and new title. When the other person was laid off, I absorbed her responsibilities because we had the same title and function. Now, I am doing the work I was hired to do as well as the work of two additional people. Both the employees that left made more substantially more money than what I currently make. I have not received a raise to date, and the workload has become so overwhelming that I am taking work home with me just so that I don’t fall too far behind.

My concerns have gone unnoticed and I think as long as the work is getting done, they do not see a reason to be concerned. I am not sure what else I can do or say to help them see that I can’t continue much longer to do the work of three people when I am only one person (and only getting paid for one role!).

Create a list of action steps for this person to take to remedy this situation, and explain why you have suggested each step. In class, you may be asked to act out the conversation you would have with your boss if this was you.

### Action Steps

In this situation, I can start with finding the reason why I am not able to complete those tasks. Then, I can approach my boss with the list of my tasks. I can show him the team for each task, and himself he will see that I cannot accomplish all tasks. After that, I can come with some alternatives like hiring a new employee to help me in those tasks. I can also that he promised the promotion but he is not yet give it to me.

## Scenario 2

You have always wanted to work in marketing. 3 months ago, you were hired to be a marketing intern at Tigo. You were very excited because the job description matched your interests. Tigo was also just rolling out its massive 4G network, and you felt confident you would have exciting projects to work on.

Now after three months on the job, you still have not been doing marketing work. When you go to the internship, you are sent to get food for the full-time employees. When you ask what you should do, you are told to ask any employees if any of them need help, but none of them do.

Write out at least three solutions you could employ in this situation, and why each of them is viable. (None of your solutions here should be to quit.)

How will you determine if the best solution is to quit?

### Solutions in this situation

First of all I can start by thanking to my boss because he gives the internship. Then, I can do it two days (getting food for the employees), with keep asking to every employee what he is doing and if he want the help. Then, after I can bring my machine to the workplace, and I will try to do something in order to avoid sitting in one place. Then, after some time I will show them my skills and maybe they can be impressed with my skills. In that situation, I think they will find me helpful and starting to give some tasks that are related to the marketing.

## Scenario 3

I started a new job yesterday and something is wrong. I had two interviews with the company before accepting and was really excited about working with everyone I’d met. But about halfway through my first day, I felt like I was going to cry at any moment (I was able to hold off until I got home. Everyone has been friendly and helpful, and the work is what I expected, but I just don’t enjoy it as much as I thought.)

I’m an interior designer and I have a few years of experience in hotel design, and this job is hospital design. Initially I was excited to try something new, but now I feel overwhelmed, out of my element, and squeamish at the thought of staring at hospital rooms’ day in and out.

I feel like two days is not enough time to decide to stay or go just yet, but how much time should I give this? How long is long enough to make an informed decision? How do you decide to leave a job if there’s nothing concrete, just a gut feeling?

You have been asked to advise the person who wrote the complaint above. Write an action plan to help this person make the right decision. For every step or action you suggest, you must also write why. You may also be asked to act out how you would give advice to this person.

### Action step

The first thing is to write the list of those things that are make me feel uncomfortable. I think two day are not enough to know if I can quit. Because I have friends at my workplace, I can start to be familiar with those situation.

Another thing is that I can try to gain skills from them. Also, I can start seeing the good side of designing rooms for hospitals, even though it is not funny, I can try to help and at the end I will end up experienced in a new designing style.

## Scenario 4

I work for a non-profit as an administrative assistant. We are a bit understaffed, but as it is a US NGO, the pay is good (750 000 RWF per month). The biggest problem is that the staff, as a whole, is under qualified. The director of the organization hasn’t been there long (18 months) and inherited this staff. They’ve been (in my opinion) extremely poorly managed, and many of them are under qualified for their jobs (again, in my non-HR but definitely managerial opinion).

I was one of my boss’ first hires. I had some inkling of the staffing issues at this place, but came anyway. It’s not uncommon to have crazy staff situations at small-to-mid-level non-profits, and I did have the impression that things were more solid than they ultimately were.

Now, after 4 months in my position, I am burning out. I am picking up lots of extra work, and dealing with staff who are in roles they don’t really belong in. I am being depended on for things that are well outside my scope of expertise and responsibility as a student (I am still working on my BA at Kepler). My boss has come to heavily rely on me as a “second set of eyes” on projects that aren’t mine, simply because he trusts my judgment.

I am gaining weight. Working long hours. Resentful. My life is out of balance because of my trying to keep up with everything my boss asks. I am not happy and am already considering looking for another job, even though I really like my boss and want to see the organization ultimately succeed. I also feel like I need to keep the job as it is really going to help me pay off my student loans.

Imagine this is you, and create an action plan for yourself. For each step of the plan, provide an explanation for why that is your best choice. You may be asked to act out the conversation you would have with your boss, proposing some or all elements of the plan

### Action Plan

This job are giving the best salary, so I can try other solution excluding quitting the job. Then, I can start with approaching the boss because he believe in me and tell him my concern. Then, I can propose to make a meeting as the whole organization. In that meeting, every employee can list all skills he/she has related to the tasks of our organization. Then, I can propose to re-organize the organization basing on everyone skills. Another way is to bring one of my colleague that I believe he is a hard worker. Then, I can find the post that needs more helps than other posts. So, I can talk with my boss about that situation and propose him to hire that colleague.

# Section 2

Section 2 should contain your response to the following: Based on what you have learned today, and read today, write three - five paragraphs explaining what steps should be taken when you are given a task that is too difficult to do. This assignment will be graded as an essay, so please write with the appropriate level of care, and include citations if necessary.

Saying ‘No’ to a supervisor, or more senior employee can be very difficult.

In our days, the employers fight for the respect in their organization. So, to say no to a supervisor is a big thing that can affect your career. But, sometime we need to say no if we don’t have the ability to perform a given task. According to WikiHow, there some technics to use when saying no to our superior in a given company. We have first to find the reason why the task is hard for us. We need also to think about how to address the issue to our superior and we can even give the alternative in that situation.

The task is hard because the different reason. So, I need to sit and think the reason why the task is hard. It can be the other many tasks I have in my responsibilities. So, I need to make the list of my tasks to see if it can be possible to work on it. And if it is the cause of not enough skills, I can write my skills to show that I am not able. If I have not skills, it is the big reason to quit the task than having many tasks to work on. “Just saying "I don't have time" could potentially lead to your boss questioning your effectiveness and efficiency” (WikiHow, n.d). It means that we need to try the prioritization in order to show our boss that we tried. But, if we don’t have some skills, the good thing is to quit the task and tell the boss that you are thinking about the quality of the task, so to work on it without skills can have the big impact to the company.

Another thing to think about, it is to find the language or the way to address our issue. Sometime, we can think about the time when our boss is in good morning. According to WikiHow, some bosses are good in the morning. So, it will be a good thing to talk with him in the morning. Another thing is the language. We need to find some respect words. We can start by thanking him because the trust he has for us. Then, I can start telling him that the bad quality of the task can impact the company. Then, I start showing him those reason I said in the first paragraph. After, I think, he will understand my concern about the issue.

The las thing I can do it to present to him my alternatives to that issue. If it is a problem of the skills, I can find my coworker who I believe in that field, and I bring him/her to my boss. If it is an issue of time, I can show him to do list with the time of each task. And I can ask him the help in prioritizing depending on the positive impact of the organization. Then, I can propose him to work on the first tasks and give some to others workers.

In summary, you don’t have to tell your boss that you can’t do something in simple way. You have to think the reason that the task is hard for you. You need also the find the language and the time when approaching him. The last thing to do is to present your alternatives to the current situation, but you have to show that you are thinking to the quality of the deliverables from the tasks. If you follow these steps, your boss can understand you issue, and it can increase the trust from you boss.

# References

WikiHow. (n.d). *How to Say No To Your Boss.* Retrieved from WikiHow website: http://www.wikihow.com/Say-No-To-Your-Boss