Evidence: AP06-AA7-EV06. Taller of English: “Recognizing the workplace”

Workshop: Recognizing the workplace.

Apprentice:

Manuel Enrique Ramos Perez

Part 1

Instructions

Draw a map that shows the location of your workplace or the place where you study and write a paragraph of 10 lines using prepositions of place describing where this place is. You can draw the map yourself or you can take it from Google maps.

Interfaz de usuario gráfica, Diagrama, Aplicación

Descripción generada automáticamente

I study at Los Libertadores University. It is located in the direction of the historic center of Cartagena, it is very well located for me. On the corner there is a drugstore "Drogas La Rebaja", so every time I feel flu symptoms I go to the drugstore and buy an antibiotic or anti-allergen to calm the general malaise and other symptoms. Regarding the career that I am studying at a professional level, I like Systems and Computing Engineering a lot since every day it helps me solve day-to-day problems on the way to the University and I started in the 1st semester since I entered for homologation and would study Less and I would leave training in the shortest possible time as a Systems and Computing Engineer graduated from a highly recognized university in Cartagena and especially Colombia. The teachers have very interesting didactic activities that help to integrate and be in a calm environment "Example: in family".

Ciudad con edificios altos

Descripción generada automáticamente

Write your description here

I work independently in my local, which has helped me both financially and mentally to be prepared for any adversity that always occurs at the least expected moment, but you have to know how to handle the situation to give a quick and timely response so as not to reach both physical and verbal aggression "Bad words" all this is for one purpose to provide timely, efficient attention to the client and future buyer of the products offered in the premises so that it is always received with good attention and efficient response to its type of requirement or complaint about any aspect that generated disagreement or discomfort to proceed to give an answer to that problem. As long as respect is maintained by both parties without reaching physical and less verbal aggression, quality products are always sold, whether for spare parts or new, so that the end customer gets a 100% reliable quality product.

Part 2

Instructions

You have recently been promoted to Assistant Manager at the company you work for and one of the things you are responsible for is dealing with employee issues to try to resolve unpleasant or potentially threatening situations at your workplace.

This week, the Assistant Manager of Human Resources has presented you with the following two cases of employees who are somehow involved in bad attitude problems or bullying problems.

Read each case carefully and complete the related tasks or exercises.

Case 1

A short story about conflict in the workplace.

John had a great team, but one employee in particular just had a bad attitude. This was an employee John inherited when he became a manager. This employee was always negative. He didn't act like part of a team and was arrogant in every way. John talked to this employee to try to inspire and encourage him (including documenting this verbal warning), but after a short period of time, the employee returned to his usual habits.

Just a few weeks after John spoke with the clerk, a loud disagreement broke out between this clerk and another on the main floor. It was loud enough that people stopped in their tracks and wondered what was going on. John immediately went to the floor and calmly asked each employee to stop by his office. Talked to them about how conflict in the workplace is unacceptable, gave one of the employees a verbal warning and a written warning to the employee with the bad attitude stating that if this behavior continued, suspension and/or termination would be the next step taken. These warnings were made separately so as not to embarrass each employee. It came as a bit of a shock to the employee with the bad attitude to be given a written warning, however, John made it perfectly clear that this was not the first time they had come across this behavior affecting the team. John was also not as affectionate as at the first meeting. I pull out the notes from the last meeting and go over what was discussed, including that a written warning would be given if the behavior continued. With this documentation, the employee had no choice but to accept the written warning.

That scared the employee, who from then on had no more attitude problems. The personality and character of the employee remained the same, but there were no more negative comments or interruptions (Masterclassmanagement.com, 2017)

Based on the above information, answer the following questions.

¿What is the problem with John's employee?

a. John's employee is always late for work meetings.

b. John's employee bullies his coworkers all the time.

c. John's employee has attitude problems and displays negative behavior towards his colleagues.

d. John's employee does not obey his orders.

2. What event made John decide to give his troublesome employee a verbal and written warning?

a. John's employee had a strong disagreement with one of his co-workers.

b. John's employee was too arrogant.

c. John's employee did not act as part of a team.

d. John's employee did not change his behavior.

1. Was this the first time John's problem employee had engaged in behavior that affected the team?

a. Yes, it was the first time you had a disagreement with a co-worker.

b. Yeah, I didn't have attitude problems before.

c. No, other behavioral episodes that affected the team were documented before.

d. No, you have received several written warnings in the past.

1. In the phase <<That scared the employee>>, the expression to scare can be replaced by:

a. To persuade

1. To foment
2. To punish
3. to warn

Based on the case presented above, decide whether the following statements are true (T) or false (F).

|  |  |  |  |
| --- | --- | --- | --- |
|  | | T | F |
| 1 | John had a troubled and conflicting work team |  | X |
| 2 | John's troublesome employee was hired before he was made manager. | X |  |
| 3 | When the disagreement between John's employees occurred, he gave them both verbal warnings and suspended them. |  | X |
| 4 | Since John gave his troublesome workers a written warning, he has had no more attitude problems. | X |  |
| 5 | After the episode, the employee's personality and character changed dramatically. | X |  |

Now explain how you would have handled Sara's situation from the point of view of your assistant manager position.

I would really have to see how the bullying situation occurred, and I would make the necessary corrections, I would inform the authorities of the situation, so that the employee could take an exemplary lesson, improve working conditions, and initiate disciplinary action against the employee who it affected him.