

SERVICIO NACIONAL DE APRENDIZAJE SENA
Programa de formación: Análisis y desarrollo de
sistemas de información.

Evidencia: AP06-AA7-EV06. Inglés Taller: “Reconociendo el lugar de trabajo”

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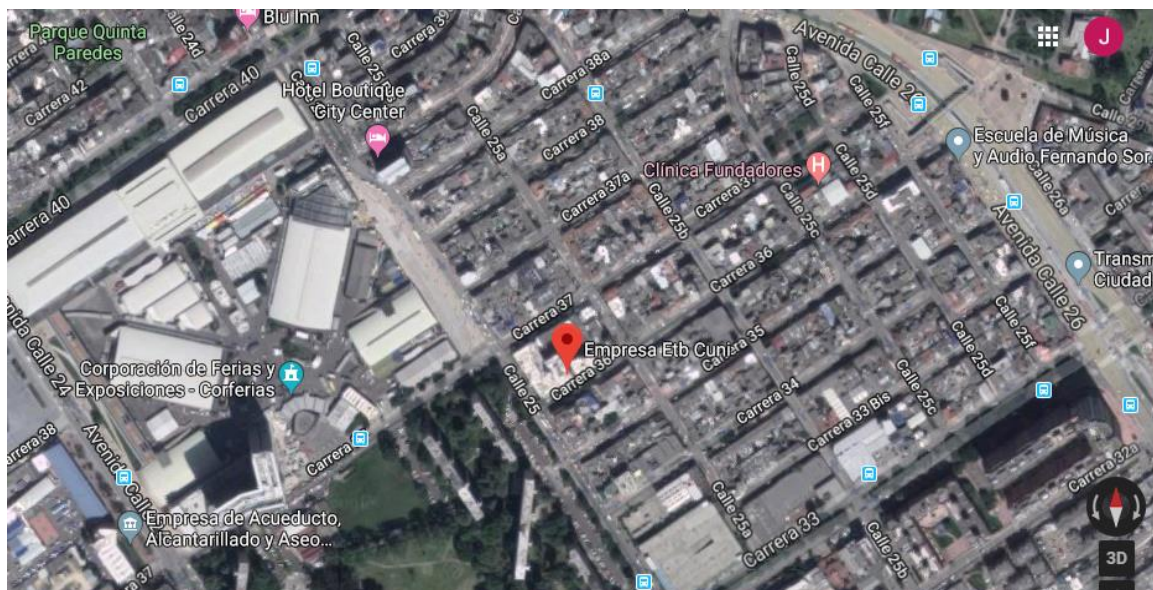
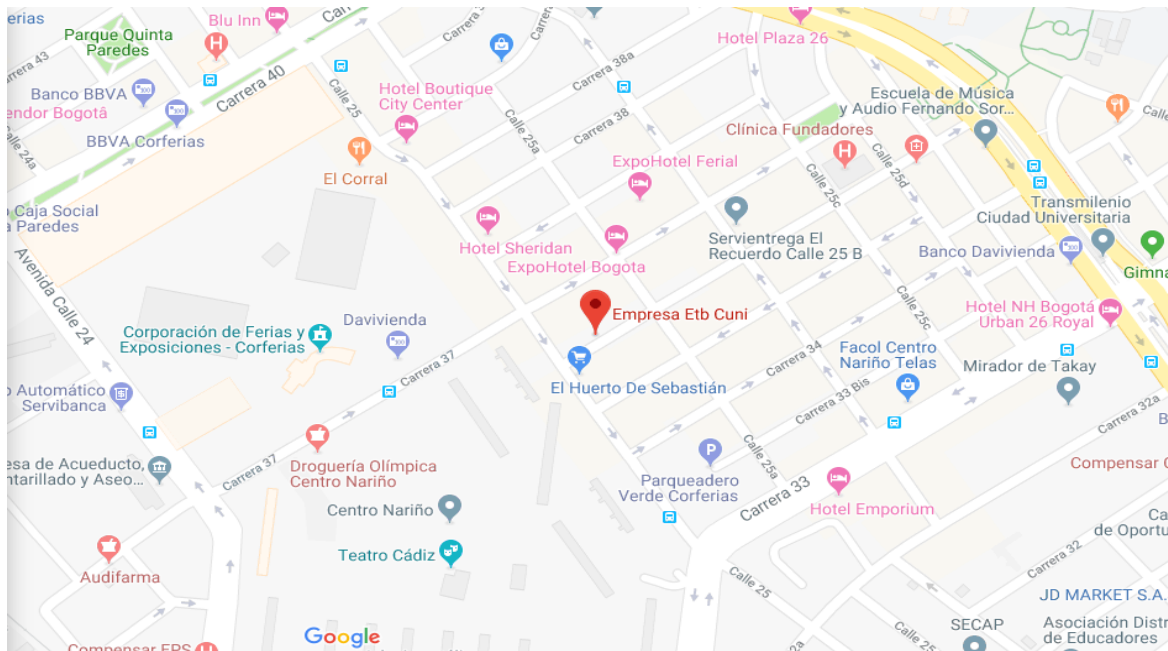
Parte 1

Instructions

My workplace is located in the city of tulua

I work for the company nutrium that belong to postobon, I am a production worker I am 37 years old and I have been in this company for 10 months my previous job was private security where it lasted approximately 15 years

Draw your map here.



Write your description here.

good first of all I leave from the race 21 # 22-34 in the district Escobar in my motorcycle a pulsar 135, which I cross in it approximately 3 kilometers until the neighborhood prince to the outskirts of the city

Parte 2

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 manager. This employee was always negative, did not act as part of a team, and was arrogant in every way. John talked to this employee to try and inspire and encourage (including documenting this verbal warning), but after a short period of time, the employee fell back into their usual ways.

Only a few weeks after John spoke to the employee, a loud disagreement between this employee and another happened on the main floor. It was loud enough to have people stop in their tracks wondering what was happening. John immediately went to the floor, and calmly asked each employee to stop by his office. He talked to them about how conflict in the workplace is unacceptable, gave a verbal warning for one of the employees, and a written warning to the employee with the bad attitude stating that if this behavior continues, suspension and/or termination would be the next step taken. These warnings were done separately as not to embarrass each employee.

It was a bit of a shock to the employee with a bad attitude that a written warning was given, however, John made it perfectly known that this was not the first time they met because of this team-affecting behavior. John also was not quite as caring as he was at the first meeting. He took out the notes from the last meeting and went 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 put a scare into the employee, who from that point on had no more attitude issues. The employee's personality and character stayed the same, but there were no more negative comments or further disruptions (Masterclassmanagement.com, 2017)

According to the previous information, answer the following questions.

1. What is the problem with John's employee?
 - a. John's employee has attitude issues and displays a negative behavior to colleagues.
2. What event caused John to make the decision of giving a verbal and written warning to his problematic employee?
 - a. John's employee was way too arrogant.
3. Was this the first time John's problematic employee had a team-affecting behavior?
 - a. No, other team-affecting behavior episodes were documented before.
4. In the sentence «*That put a scare into the employee*», the expression **to put a scare into** can be replaced by:
 - a. To warn

According to the case introduced above, decide whether the following statements are true (T) or false (F).

		T	F
1	John had a problematic and conflictive work team.		x
2	John's problematic employee was recruited before he was appointed manager.	x	
3	When the disagreement between John's employees happened, he gave both of them verbal warnings and suspended them.		x
4	Since John gave his problematic workers a written warning, he had no more attitude issues.	x	
5	After the episode, the employee's personality and character changed dramatically.	x	

Now, answer in a simple and short paragraph, what you would have done to find a solution to the previous employee situation.

Good teacher,

first of all, one must first know the why of the things, the employee would be asked why his displeasure or his bad attitude, not everything can be related to work, after a dialogue would be taken the decision and thus avoid more inconveniences but the best solution is a premature dialogue with each of my working group to iron out dislikes of any kind

A depressing situation at work

Sara, 23, was consistently getting bullied by a co-worker at the office. It made her workplace environment incredibly uncomfortable, and she found herself getting less and less work done. She also experienced a heavy feeling of anxiety before heading to the office and often called in sick to avoid the issue all together. Instead of quitting her job, Sara decided to find a therapist with whom to work. She learned that she did not have to accept the current office environment as her reality, and identified what steps to take to feel more comfortable at work. To communicate her feelings at the office, she had an open conversation with her boss about why her work is suffering, and organized a meeting with her co-worker and boss to be mediated by the therapist. After a series of enlightening discussions, Sara feels now more confident about going in to work and dealing with co-workers, who are treating her with a newfound respect (Therapy and Issues, 2017).

According to the previous information, answer the following questions.

1. What was the problem Sara experienced at work?
 - a. She was bullied by a colleague.
2. What consequences caused this problem for Sara's performance at work?
 - a. She could not get her work done the same way as before.
3. What did Sara used to do to avoid going to the office and dealing with her co-workers?
 - a. She called in sick to avoid going to the office.
4. In the sentence «*She called in sick to avoid the issue all together*», the expression **to call in sick** means:
 - a. If you call in sick, you make an excuse for not going to work.

According to the case introduced above, decide whether the following statements are true (T) or false (F).

		T	F
1	Sara was getting bullied by her boss.		x
2	Sara decided not to quit her job because of her problem at work.	x	
3	Sara learned that she had to accept the current office environment as her reality	x	
4	To open up about her feelings at the office, Sara arranged a meeting with her co-worker and boss to be mediated by a therapist.		x
5	Sara's situation changed positively after all her efforts to overcome her bullying problem.		x

Now, explain how you would have handled Sara's situation from your Assistant Manager position's point of view.

<p>Good teacher</p> <p>due to internal problems in the offices you should always talk with bosses or superiors of special cases, she should immediately go to talk with her boss to solve their problem and thus not feel harassed by anyone</p>
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