

Quick-fire activity

Workplace challenge

Aim: To give students the opportunity to think about appropriate responses to different workplace situations

Age range: 11-14 and 14-16

Steps

1. Use these scenarios to discuss with students how they might react to different challenges in the workplace. There will be a range of acceptable answers, and also some that are definitely not the right way to behave: try to discuss a mixture of suggestions
 - a) You're 20 minutes late for work because the train was late. It's the third time it's happened this week. What do you say to your boss?
 - b) You take a call from a customer who's just realised that she ordered 100 boxes of paper but only meant to order 10. The order is already being processed. What do you do?
 - c) You've worked really hard on a presentation for your boss and you thought it was a great piece of work, but he's just handed it back to you covered in comments and changes. What do you do next?
 - d) You're in the middle of counting some stock when your boss asks you to go to the cafe to get coffee for her meeting. Usually her assistant would do it but he's off sick today. How do you respond?
 - e) An important report has to be sent off by 9am on Monday. It's now 5pm on Friday and there's still a few more hours' work to do before the report will be ready to send. What do you do?
 2. While you're discussing the possible responses, make a note on the board of the important people skills that might be involved, such as teamwork, empathy, honesty, resilience or assertiveness
- If you have access to the internet, students could try the online [Workplace challenge](#) activity.

Extension

Try the [Self Confidence](#) lesson if your students are ready to learn more about using their skills in the workplace. (11-14 and 14-16) lesson.