Unit 41 Solving Work Related Problems

1.1 Describe common problems that arise for individuals at work

Definition of a problem – a matter or situation regarded as unwelcome or harmful and need to be dealt with and overcome

Definition of problem solving – the process of finding solutions to difficult or complex issues

Common problems that may arise in the workplace;

* Personality differences
* Cultural issues
* Unequal workloads
* New systems
* New procedures
* New equipment
* Equipment breakdown or failure
* Not enough time or resources
* Not understanding instructions

Example of equipment failure and lack of resources

At the end of semester 1 it was time to collate all of the evidence for the two units that Live 1 and Live 2 have been working towards. The printer wasn’t working, it had run out of ink/toner, this was reported to the IT department. The IT department did not have the ink in stock and we had to wait for the manufacturer to send it. It took two days to arrive which caused a backlog of work and inconvenience.

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| Choose three of the common problems that may arise in the workplace and describe the problem giving as much detail as you can. |
| 1) |
| 2) |
| 3) |

1.2 Outline the causes of problems that arise at work

Causes of problems that may arise in the workplace

* Differences of opinion
* New situation
* Changes in current situations
* Misunderstandings
* Poor communication
* Poor or insufficient instructions
* Inadequate management
* Lack of knowledge of a task

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| Choose three of the causes of common problems that may arise in the workplace and outline the problem giving as much detail as you can. |
| 1) |
| 2) |
| 3) |