TALLER “RECONOCIENDO EL LUGAR DE TRABAJO”

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DISEÑO Y CONSTRUCCIÓN DE SOFTWARE A LA MEDIDA PARA EL SECTOR EMPRESARIAL

FASE DE DESARROLLO

TECNÓLOGO EN ANÁLISIS Y DESARROLLO DE SISTEMAS DE INFORMACIÓN

SERVICIO NACIONAL DE APRENDIZAJE (SENA)

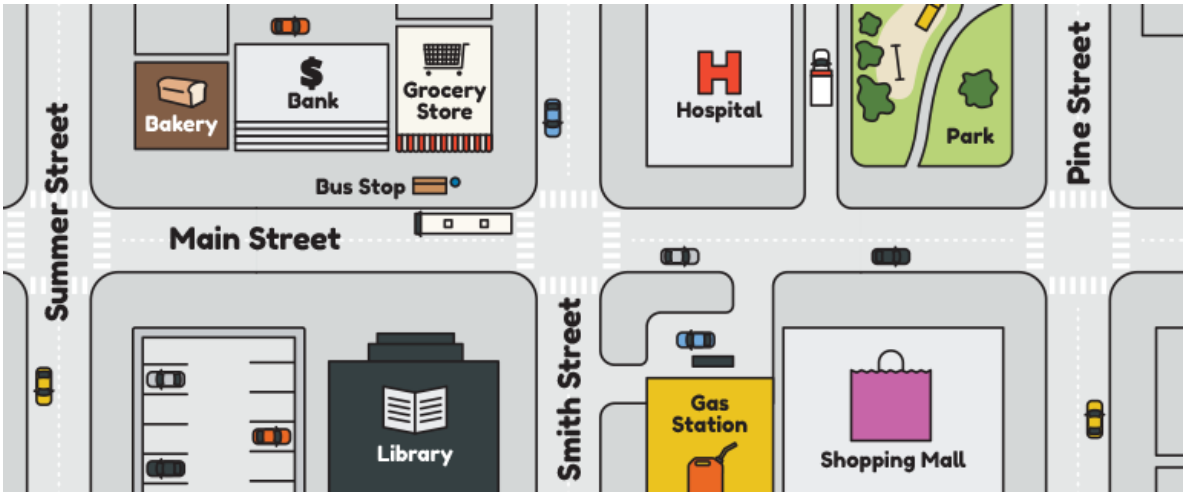
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Evidencia
Taller "Reconociendo el Lugar de Trabajo"

Parte 1

Instructions
Draw a map showing the location of your place of work or the place where you study and write a 10 line paragraph using prepositions of place to describe where this place is located. You can draw the map yourself or you can take it from Google maps.

Check the following example:

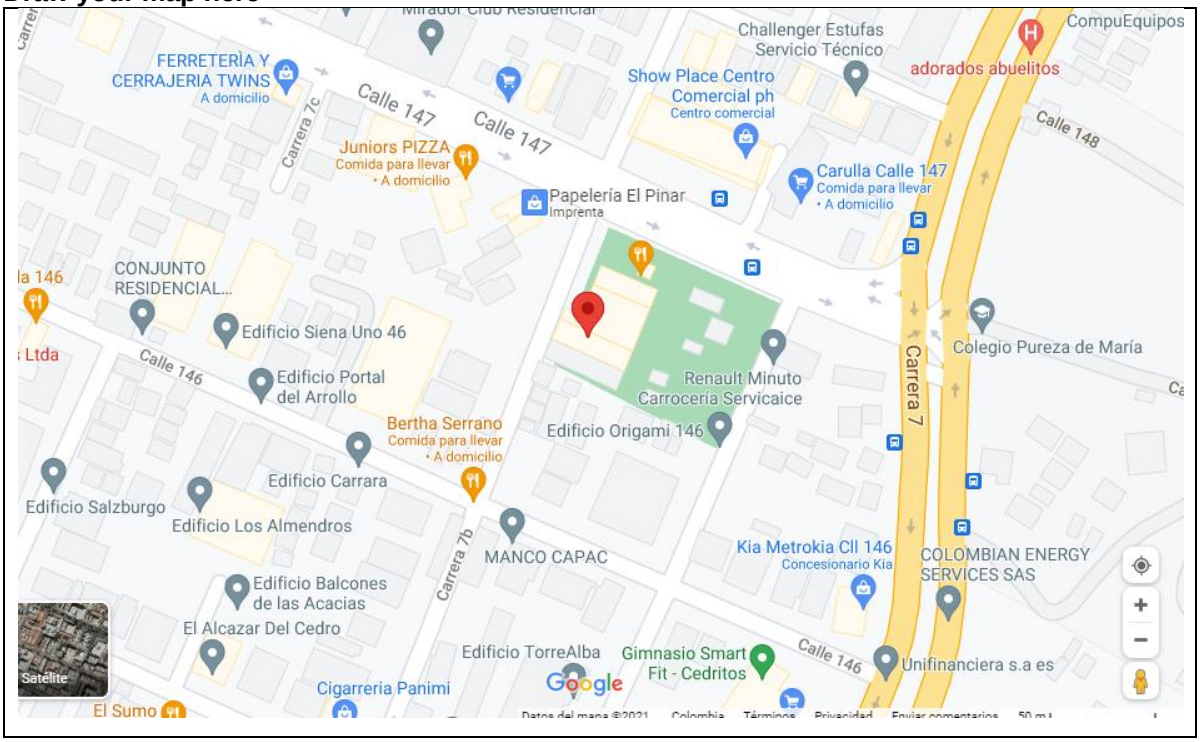


Fuente: (Trusler, 2017)

I work at the local bank. The bank is located downtown and it has a very convenient location for me. It is next to a grocery store, so every time I want to have a snack I go there and by some chocolate bars. Right on the left there is a bakery where you can find delicious biscuits and cakes at a very good price. The bank is on Main Street, a very popular street in town. In front of the grocery store there is a bus stop where I usually wait for my bus to go home. There is also a hospital and a very nice park near the bank. The park is on Pine Street. My colleagues and I frequently go there after lunch to relax and stretch our limbs a little bit. Right across from the park there is a huge shopping mall. It is right beside the gas station. You can find a lot of clothing stores in that mall. Any time I have some free time, I go there and check on the latest outfits and products.

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Draw your map here



Write your description here

I work in a dental office located in the north of Bogota, specifically in the Cedritos neighborhood. My workplace is quite far from my home so everyday I have to wake up very early to be on time. It is next to gym called Hard Body where my colleagues and I usually go to do an exercise routine three times a week. Just to the right there's a naturist and healthy grocery store, so every time I want to eat or drink something healthy or get some health product I go there. In front of the gym, you can find a shopping center called Show Place located on 147th street, a very popular and important street in the neighborhood. When I have free time, I go there to drink coffee and relax from work.

Parte 2

Instructions

You have been recently promoted to be 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 solve unpleasant or potentially threatening situations in your workplace. This week the Human Resources Assistant Manager has submitted to you the following two cases of employees who are somehow involved in bad attitude problems or bullying issues. 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 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 is always late for meetings at work.
b. John's employee is bullying his co-workers all the time.
c. John's employee has attitude issues and displays a negative behavior to colleagues.
d. John's employee doesn't obey his orders.

2. What event caused John to make the decision of giving a verbal and written warning to his problematic employee?

a. John's employee had a loud disagreement with one of his co-workers
b. John's employee was way too arrogant.
c. John's employee did not act as part of a team.
d. John´s employee didn't change his behavior.

3. Was this the first time John's problematic employee had a team-affecting behavior?

a. Yes, it was the first time he had a disagreement with a co-worker.
b. Yes, he had no attitude issues before
c. No, other team-affecting behavior episodes were documented before.
d. No, he has received several written warnings 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 persuade
b. To encourage
c. To punish
d. To warn

5. 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	

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

First, we have to know the why of things; the employee would be asked about his bad attitude. The best solution is a dialogue with the members of the working team to clarify what happened. In case of bad behavior, the most appropriate thing is to make the calls of attention verbal's, in order to improve the working environment. So this way it helps to improve things, if this does not work they would be made major corrections.

Case 2
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.
b. She suffered from an anxiety episode.
c. She wants to quit her job because she found herself getting less and less work done.
d. She could not communicate her feelings at the office.

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.
b. She experienced a constant fear of meeting her colleagues.

c. She wanted to quit her job.
d. She started to have bad attitude problems.

3. What did Sara used to do to avoid going to the office and dealing with her co-workers?

a. She worked from home.
b. She talked to her boss to notify her resignation.
c. She called in sick to avoid going to the office.
d. She found a therapist.

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 telephone the place you work at to say that you are unable to work because of illness.
b. If you call in sick, you go to the hospital to get a treatment.
c. If you call in sick, you go to work no matter how sick you are.
d. If you call in sick, you make an excuse for not going to work.

5. 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	

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

Well, I really would have to see how the harassment situation occurred, and I would make the necessary corrections. Regarding internal problems in the office, I would always inform immediately the authorities of the situation to solve the trouble, in order that the employee take an exemplary lesson, improve working conditions, and initiate an action disciplinary to the employee that affected him/her.