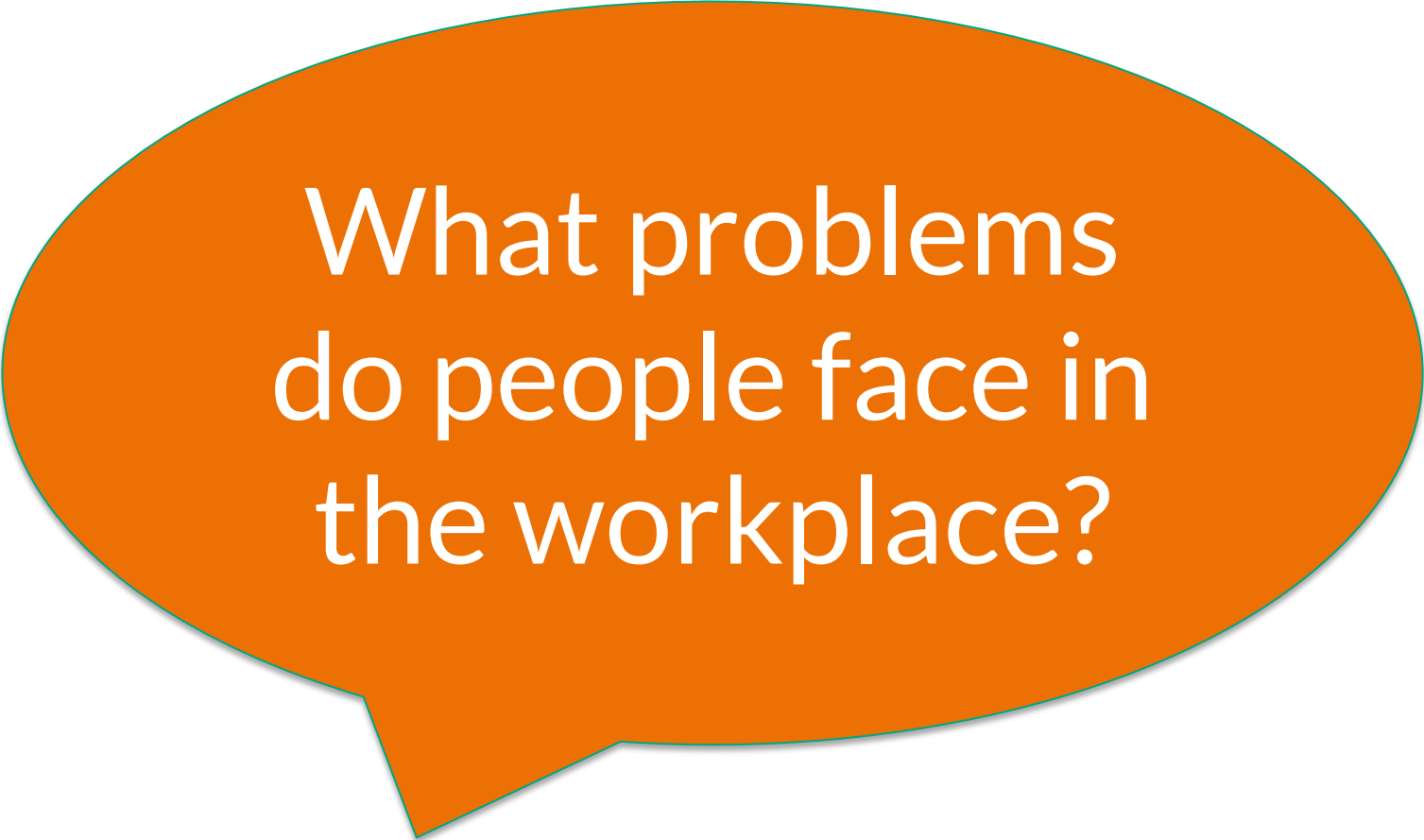


How to discuss a problem at work

ENABLE



30 Years of Excellence



What problems
do people face in
the workplace?

Aims of the session

1. Identify common problems in the workplace.
2. Discuss what steps to take to discuss and overcome problems.
3. Identify the right people to speak to about your problem.
4. List some of the key vocabulary and actions for your discussion.

Workplace problems

Read through the list of problems.

Pick the problems you identify with most.

Perhaps you have experienced them in the past or worry about facing these issues in the workplace.

You can share with the group if you wish or just think about your own experiences as we go through the workshop.



Types of problems

Spin the wheel!

Communication
Emotional
Process/Task
Equipment
Environment
Skills Based
Health
Dealing with Change
Management Issue

Activity - poster creation

- Split into groups.
- Each group creates a poster.
- Group A – What should you do if you have a problem at work?
- Group B - What **shouldn't** you do if you have a problem at work?
- Group C – Who can help you if you have a workplace problem?
- Present your posters to the whole group.

Who can help you?

- Colleagues
- Line Manager
- Managers
- HR department
- Union rep
- Citizens' Advice Bureau
- Family
- Friends
- Solicitor
- Trade associations
- ACA



TOP TIPS

WHAT TO DO – INFORMAL PROBLEMS



Make sure you are clear about what
the issue is



Try to come up with a solution or
ideas to help rather than just
presenting a problem



Decide on the best person/people to
go to



Plan the best time and the best
method to communicate your
problem



If your problem is with a colleague, do
all you can to resolve it directly with
them first rather than involving
others

If someone has an idea on how you can overcome the problem, listen to them and don't dismiss their idea



If it is a workload or task based
problem, consider if you can do
anything to fix it yourself before
taking it further



Top Tips

WHAT TO DO – FORMAL PROBLEMS



Write down any key points or
information



Consider what you want to happen



Keep records of anything sent to you
or told to you with dates/times



Check your employment contract to
see if your issue is covered



Ask to schedule a meeting and
consider taking a representative

Follow up your meeting by putting the
information in writing and checking
all parties agree

If you feel your problem hasn't been
resolved, don't be afraid to raise it
again



Set out any actions clearly and agree
timescales if relevant



Decide on the best person/people to
go to



What NOT to do

- Ignore problems hoping they go away.
- Moan about problems but not take any action.
- Share any confidential information with people not involved.
- Post in detail about problems on social media.
- Go straight to the top person if you don't need to.
- Get personal with accusations – stick to the facts.
- Let problems at work affect your health.
- Turn something small into a big issue by worrying about it or distorting facts.

Useful vocabulary

If you are discussing a problem at work, here are some useful questions and statements you could use.


Take it in turns to read out a statement or question.

Think about how useful they might be if you have a workplace problem.



Did we achieve our aims?

1. Identify common problems in the workplace.
2. Discuss what steps to take to discuss and overcome problems.
3. Identify the right people to speak to about your problem.
4. List some of the key vocabulary and actions for your discussion.



What's one thing
you will take away
from this
workshop?

THANK YOU!

