

Contents

Before you begin	vii
Words to remember	ix
Your story	1
Day 1	3
Workplace problems	5
Predictable workplace problems and desired outcomes.....	6
Causes of workplace problems.....	9
Workplace procedures	10
Budget.....	12
Workplace documentation	13
Time.....	14
Work health and safety	15
Staff.....	16
Communication.....	17
Barriers to solving workplace problems	18
Workplace barriers	18
Resources to overcome barriers	19
Personal barriers	19
Who responds to workplace problems?.....	20
Responding to workplace problems	22
Examples of workplace problems	23
What has happened on Day 1	25
Learning Checkpoint: Day 1	26

Day 2.....	29
Workplace problems	30
Resolving workplace problems	31
Examples of resolving workplace problems	33
Strategies for overcoming workplace problems and barriers	35
What has happened on Day 2	37
Learning Checkpoint: Day 2	38
 Day 3.....	 41
Feedback	42
Reviewing feedback.....	44
Recording feedback.....	45
Examples of recording feedback.....	46
Evaluating feedback	48
Revising strategies and making changes	49
What has happened on Day 3	51
Learning Checkpoint: Day 3	52
 What you have learned.....	 54

Your tasks

Learn about your tasks below.



Put books and DVDs away.

- Put books and DVDs back on the shelf in the right places.
- Check each DVD case to make sure the disc is inside.



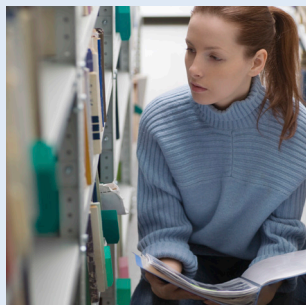
Put new newspapers on the shelf.

- Take old newspapers away and put new ones on the shelf.



Keep the library tidy.

- Put magazines or newspapers back in the right places.



Check for damage to the books and DVDs.

- Look at the books to see if the covers or pages are torn.
- Look at the DVD cases to see if they are cracked or broken.

Budget

A budget sets out how much money there is to spend. For example, if you have \$10 to spend, your budget is \$10. If you have a small budget, it means that you do not have very much money to spend.

In the workplace, there may not be very much money to spend. This can cause a problem, because you may not have the things you need to do your job. If you work in a coffee shop and there is not enough money to buy new chairs, this can be a problem because you may be using chairs that are not safe for people to sit on.

The Forest Springs Library has a small budget because there is not much money to spend. This means the library does not have money to spend on more trolleys. This causes a problem because there are not enough trolleys for members to put their books on.

The library and its staff can't change the budget. This means it is an external factor.



What has happened on Day 1

On your first day working at the Forest Springs Library, you have learned about:

- how to identify workplace problems
- things that can cause workplace problems
- internal and external factors that contribute to workplace problems
- barriers to solving workplace problems
- appropriate ways to respond to workplace problems
- whose role it is to respond to workplace problems.

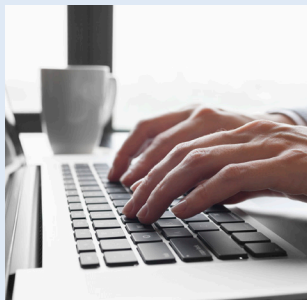
Resolving workplace problems

There are a number of strategies you can use to resolve a problem. Which ones you use will depend on the problem. Often, it's best to use a number of strategies to resolve a problem.



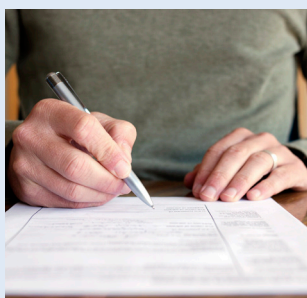
Make sure you know what the problem is

- Ask questions.
- Make sure you understand.
- Who can tell you about the problem?
- Discuss the problem with your supervisor, other staff and/or clients and get their opinion.



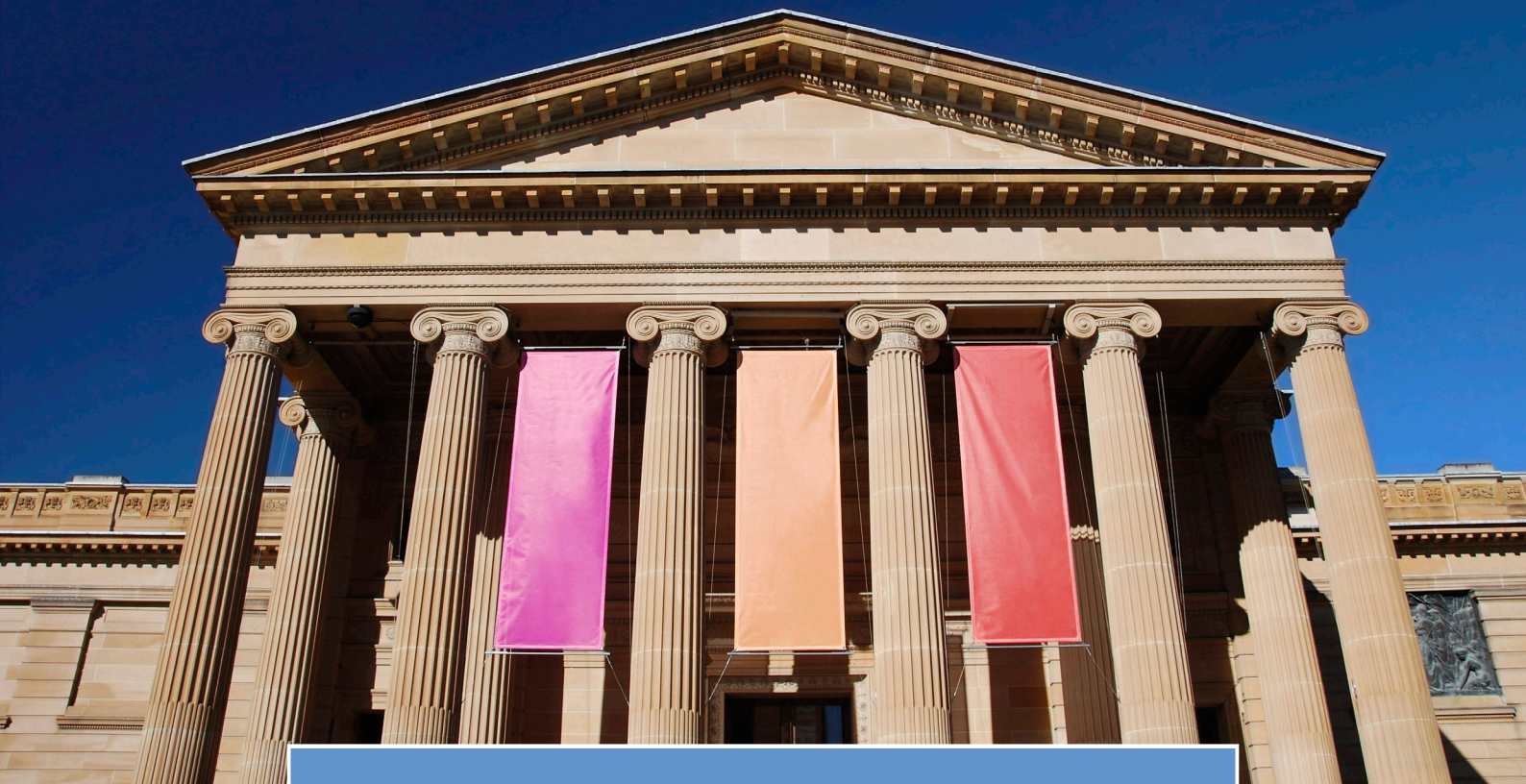
Check the information about the problem

- Check the facts. This means checking that all the information is right and true.
- Do you know everything you need to know?
- Use the internet or books to find out more about the problem.
- Look at procedures and reports to find information.



Document the information

- Write down the things you know about the problem, such as:
 - date
 - time
 - what happens
 - where it happens.
- Use the right workplace form to write things down about the problem. If there isn't a form, make notes in your work notebook.
 - Include things you see, what you hear or what other people tell you about the problem.







Day 3

When you come into work at the Forest Springs Library on the third day, Mara asks if you can meet with her. She has read your plan from yesterday and would like to give you feedback about what you have written.

This means that Mara will talk about your suggestions to solve the problem and about the best way the problem can be solved.

Mara will also talk to you about how your ideas can be changed so they will work better.

	<p>A line manager</p> <ul style="list-style-type: none"> • A line manager is the person you report to. • For example, in the library there may be a Senior Library Manager who you must send the Incident Report or the Complaint Report to. • The line manager will give you feedback on the details in your report.
	<p>A group leader</p> <ul style="list-style-type: none"> • A group leader is someone who looks after a group of staff. • In the library, there may be someone who looks after all the staff who have just started working there. • A group leader may give you feedback on your tasks.
	<p>A coordinator</p> <ul style="list-style-type: none"> • A coordinator is someone who helps plan what needs to be done. • For example, the Library Coordinator may organise staff meetings. • If you ask the coordinator if a reading group can be changed to a new time, they will give you feedback on whether or not the time can be changed.
	<p>A trainer</p> <ul style="list-style-type: none"> • A trainer is someone who shows you how to do something. • You may have a trainer who teaches you about how to put books back on the shelf the right way. • The trainer's feedback will help you learn new skills.

Thank the person giving you feedback. This is likely to increase their respect for you and encourage open communication.

Examples of recording feedback

This is the feedback you write down.

Suggestion 1

Suggestion to solve the problem:

- Hire more staff so the library can be kept tidy and safe.
- Change the time when staff work.

Feedback from Mara:

- There is no money to hire more staff to keep the library tidy.
- The library could change the time people work. Jan could be put on a day shift, and other staff could work in the evening.

Suggestion 2

Suggestion to solve the problem:

- Hire more staff.

Feedback from Mara:

- There is no money to hire more staff, so the library will have to use the staff they have to do the tasks.

Suggestion 3

Suggestion to solve the problem:

- Make a new sign.
- Put the sign in a better place.
- Put little signs in the middle of each table.

Feedback from Mara:

- Mara will organise for a new bigger, brighter sign to be made.
- The sign will also be put in a place where the members can see it more clearly.
- Mara says that signs in the middle of each table may get in the way of people reading and may cause more mess.