

Difficult Situations

Use: At end of chapter

Format: Individual to whole group

Time: 20–30 minutes

Materials: Paper, pens/pencils

1. Say to the class, “Today we are going to role-play difficult situations at work and brainstorm ways of resolving problems. We have had many situations throughout this course, and you may draw on any of those experiences for this activity.”
2. Ask each student to think of a difficult encounter he or she has seen or experienced at work. Students may make up a situation if they prefer.
3. Have students write out each scenario in two or three lines without using real names. For example:
 - Mary came up to my desk and asked me where her watch was. I said I didn’t know. Then she accused me of stealing it.
 - I’m working on a team project with two other guys, but they don’t want to do any work. Because I don’t want to be fired, I am doing all the work.
4. Collect the scenarios.
5. Divide the class into small groups and give a scenario to each person at random. Together, the group must come up with a way to handle each of the situations. The group can create a new scenario if it is given one that is unrealistic.
6. Have group members present their solutions to the rest of the class. Discuss the solutions. Were they appropriate? Realistic? Does everyone agree on the solution?

Job Stress

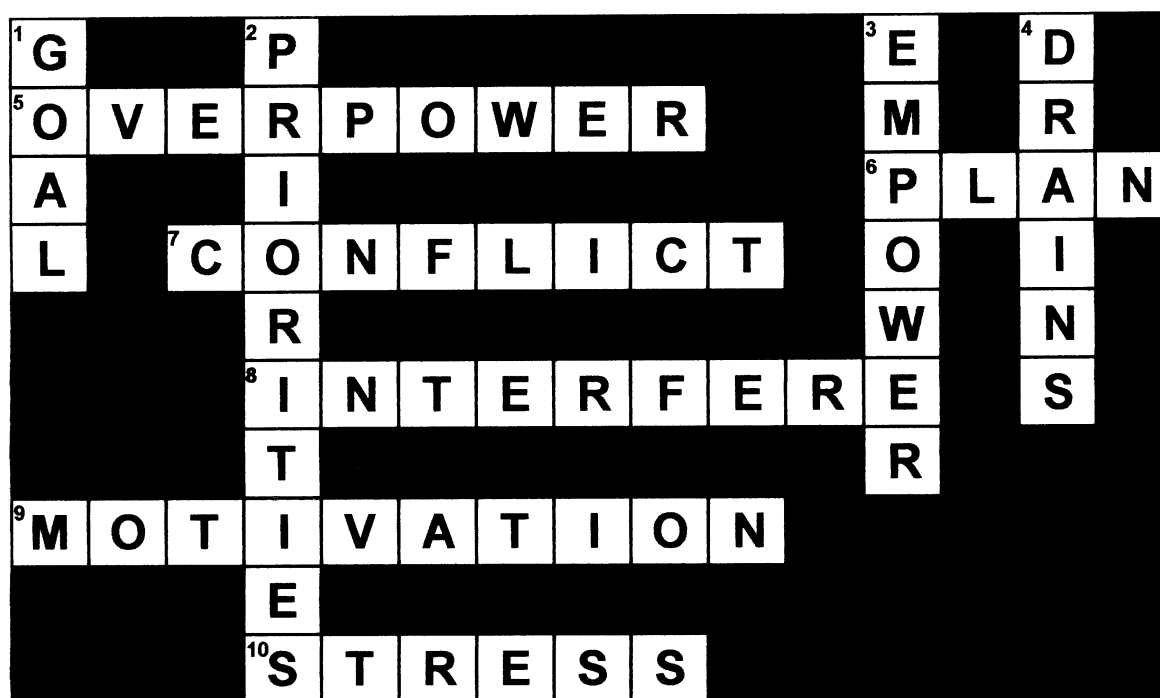
Use: At end of chapter

Format: Individual

Time: 20 minutes

Materials: Pencils, copies of crossword puzzle on next page

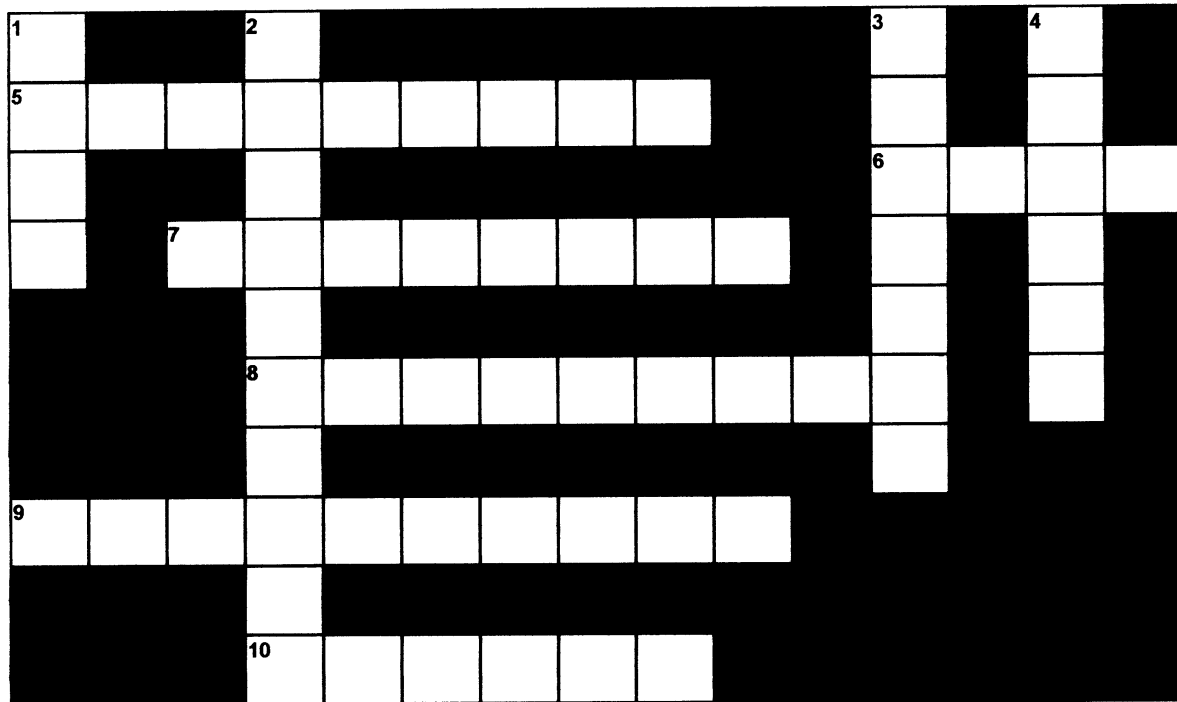
1. Give each student a copy of the puzzle on the next page.
2. Make sure everyone understands the directions.
3. Collect and check the puzzles when everyone is done. Use the answer key below.



Job Stress

Name: _____

Directions: Complete the crossword puzzle below using words and concepts from Chapter 11.



Across

5. Overwhelm
6. To get ready for
7. An argument
8. To get in the way
9. Gets you going
10. Disruptive influence

Down

1. Try to reach this
2. First things first
3. To give power to
4. Takes energy away