



Problem-Solving in the Workplace

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Overview:

In this lesson, students will have the opportunity to work in teams of two to solve a workplace problem in a way that is efficient, practical, and simple.

Featured Externship Business:

[Ascher's Janitorial Services](#)

Subject:

Life Skills / Job Skills / Academic and Career Planning

Grade Level:

6-12+ (geared toward students with cognitive disabilities)

Learning objectives:

After doing this activity, students should be able to:

- actively try to solve basic problems in the workplace while coming up with a practical and easy solution.

Workplace Readiness Skill:

- | | |
|---|---|
| <input type="checkbox"/> Social Skills | <input checked="" type="checkbox"/> Communication |
| <input checked="" type="checkbox"/> Teamwork | <input checked="" type="checkbox"/> Critical Thinking |
| <input checked="" type="checkbox"/> Attitude and Initiative | <input checked="" type="checkbox"/> Planning and Organization |
| <input type="checkbox"/> Professionalism | <input type="checkbox"/> Media Etiquette |

Type of Activity:

- Individual
- Small Group
- Whole Class

Common Core Essential Elements for English Language Arts *(for students with significant cognitive disabilities):*

EE.SL.9-10.1 Engage in collaborative discussions.

- a. Prepare for discussions by collecting information on the topic.
- b. Work with adults and peers to set rules for discussions.
- c. Relate the topic of discussion to broader themes or ideas.

EE.SL.9-10.6 Adapt communication to a variety of contexts and tasks using complete sentences when indicated or appropriate.

Time: 1 class period

Materials:

- Problem-Solving scenario cards (attached)

Directions:

1. Students will be randomly split into teams of two.
2. Each team will be given 1 problem-solving scenario card to look at and discuss with one another.
3. Students will work with their teammate to discuss how to solve the problem.
4. Students will read their card out loud (or with assistance).
5. With their teammate, students will tell the small-group what solution they came up with and why.
6. The small-group will give them feedback on their solution and offer any other ideas they have

Wrap-Up:

Students will switch partners and do a pair/share of what they learned about problem-solving in the workplace.

Extension Activity:

Students in the class who have work experiences can write in their daily journals about what problems they encountered and how they solved them.

Have students brainstorm additional scenarios to add to the deck.

Invite career speaker into the classroom to share on-the-job problems and work with students to brainstorm solutions.



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Problem-Solving Scenario Cards

<p>You are at work dusting off shelves and you accidentally knock a bottle of water off of someone's desk and it spills on the floor. What should you do?</p>	<p>You are at work and you go to use the vacuum cleaner, but notice it is not sucking up very much dirt off of the floor. What should you do?</p>
<p>You are at work and use up the rest of the window cleaner. What should you do?</p>	<p>A customer stops and asks you where something is at the facility you are cleaning. What should you do?</p>
<p>Your parent is giving you a ride to work and they get a flat tire. What should you do?</p>	<p>You notice that there is a garbage can tipped over, but it is not in the section of a building you are responsible for cleaning. What should you do?</p>
<p>You put on your work uniform right before it is time to leave for work and you notice it is VERY wrinkled. What should you do?</p>	<p>You need to schedule a doctor appointment and you know you work Monday-Thursday 10:00-3:00. What should you do?</p>