



Task Title: Supporting a Work Colleague

OALCF Cover Sheet – Practitioner Copy

Learner Name: _____

Date Started: _____

Date Completed: _____

Successful Completion: Yes No

Goal Path: Employment Apprenticeship

Secondary School Post Secondary Independence

Task Description:

Learners will choose a scenario where a co-worker is struggling at the workplace and will think of various ways to support/help their colleague.

Main Competency/Task Group/Level Indicator:

- Engage with Others

Materials Required:

- Pen/pencil and paper and/or digital device
- Scenario hand-out
- Group of at least two or more learners (or the learner and practitioner)

Instructor/Facilitator Notes

Although it is not a required prerequisite to doing this activity, the Instructor can review the skill building process for this task by downloading the document "Working Together, Working Well" from Project READ Literacy Network, [Learning Activity 3 -1](#), page 51.

This activity works best with a group of 2-3 people. When engaging in this type of activity, learners should be encouraged to:

- Demonstrate respect for others
- Understand that people are different, have different strengths and abilities, different perspectives, different ways of doing things
- Consider the feelings, views and values of others
- Demonstrate tolerance, patience and flexibility
- Understand the need for different roles and responsibilities in working together
- Negotiate to establish consensus
- Acknowledge and use the skills, strengths, ideas and opinions of other team members
- Contribute to decision-making by stating own ideas and points of view
- Accept decisions made by the group
- Maintain honest and respectful communication
- Give and receive feedback and criticism in constructive ways
- Consider feedback and advice given by other team members
- Help out others when necessary

Learner Information

Co-workers on any job should support each other create a positive, team-work environment.

Scan the workplace scenarios and choose one scenario to discuss.

Use the questions on the Work Sheet to drive your discussion.

Workplace Scenarios

Scenario 1

Fred, part of the accounting team, has a report due. The deadline is causing him stress. He is struggling to make the deadline. He has already been given extra time to complete the report but he just is not making any headway. This makes the accounting team look weak. How do they support Fred?

Scenario 2

Jenny has come in late every day for week. She is part of the office administration team along with 3 others. She has already received 2 warnings and if she is caught again, she will be fired. How can her co-workers help her arrive for work on time?

Scenario 3

Sally works on the line with another colleague in a manufacturing company. She constantly makes mistakes measuring wood which causes them to throw out or waste a lot of wood. They work as a team. The more mistakes she makes, the more difficult it is for them to make their quotas. She makes repeated mistakes and yet she won't read any of the notices or memos sent around to employees. She says that there's nothing worth reading on the company bulletin board. Her co-worker thinks that Sally has a problem with reading and it's not just her being stubborn. How can they help her?

Work Sheet

Task 1: Who does the scenario involve?

Answer: No written response is required.

Task 2: What is the problem?

Answer: No written response is required.

Task 3: Where is the problem taking place?

Answer: No written response is required.

Task 4: When is the problem occurring?

Answer: No written response is required.

Task 5: Why might the problem be occurring?

Answer: No written response is required.

Task 6: How can co-workers support this colleague to solve the problem?

Answer: No written response is required.

Answers

Task 1: Who does the scenario involve?

Answer:

Scenario 1 – Fred and two other co-workers

Scenario 2 – Jenny and three other co-workers

Scenario 3 – Sally and one other co-worker

Task 2: What is the problem?

Answer:

Scenario 1 – Fred is struggling to reach the deadline for a report and is stressed

Scenario 2 – Jenny is coming in late every day

Scenario 3 – Sally is making measuring mistakes and seems to have literacy issues

Task 3: Where is the problem taking place?

Answer:

Scenario 1 – could be at home or work

Scenario 2 – could be at home or work

Scenario 3 – at work – on the line

Task 4: When is the problem occurring?

Answer:

Scenario 1 – when the report is due (there could be varying answers to when)

Scenario 2 – every day Jenny is suddenly late

Scenario 3 – every shift (there could be varying answers to when)

Task 5: Why might the problem be occurring?

Answer:

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Scenario 1 – Fred is stressed with deadlines and can't seem to make them even though they are part of the job (there could be varying answers dependent on group discussion)

Scenario 2 – something is occurring in Jenny's life lately that is making her consistently late (there could be varying answers dependent on group discussion)

Scenario 3 – Sally seems to have literacy issues and cannot make proper measurements or read memos on how to complete work properly

Task 6: How can co-workers support this colleague to solve the problem?

Answer:

All answers for Task 6 will be based on the discussion of the learners and the validity will need to be determined by the instructor.

Performance Descriptors

Levels	Performance Descriptors	Needs Work	Completes task with support from practitioner	Completes task independently
F	recognizes roles of others			
	acknowledges and accepts others' perspectives			
	demonstrates a willingness to help others			

This task: Was successfully completed Needs to be tried again

Learner Comments:

Instructor (print):

Learner (print):
