

# PROBLEM SOLVING &



**OPD CCR SKILLS BUILDER • APPENDIX C**

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# Problem Solving

## PROBLEM SOLVING TEMPLATES

- **Problem solving team checklist** 3
- **Problem solving worksheet (sample)** 4
- **Problem solving worksheet (template)** 5
- **Problem solving lesson** 6

## PROBLEM SCENARIOS

**General Workplace** 7

**Hospitality, Restaurant and Food Service** 8

**Retail** 9

**Healthcare,  
Office** 10

**Manufacturing,  
Construction, and  
Agriculture** 11

## PROBLEM SOLVING-TEAM CHECKLIST

**THE GOAL:** *Collaborate to help solve an employee's problem.*

**MATERIALS:** *Problem Solving Scenario Worksheet*

TASK STEPS		LEAD TEAM MEMBER(S)	Completed ✓
1	Listen to the story.	Teacher or Leader	
2	Retell the story.	Time Keeper	
3	Read the questions. (Part C)	Reader	
4	Answer the questions. (Part C)	Facilitator	
5	Discuss the questions. (Part D)		
6	Plan and write an email to the employee.	Writer and Researcher	
7	Edit the email.	Editor	
8	Plan and rehearse the presentation.	Director (or Facilitator)	
9	Present the email to the class.	Presenter	
10	Complete the team rubric.	Facilitator	

## PROBLEM SOLVING TASK WORKSHEET

**A. Read or listen to the story.**

Sara started a new job last week. She met many people during the week. It's Monday and she doesn't remember some co-workers' names! She is worried. What happens when people say "Hello, Sara!" and she doesn't remember their names?

**B. Retell the story to a partner.**

**C. Respond to these questions.**

1. Who is the employee in this story?
2. Where does the employee work?
3. What is the employee's problem?

**D. Discuss these questions.**

4. How do you feel about the problem?
5. What is your advice for Sara?

**E. Write a note about the problem.**

Dear Sara,

I was sorry to hear about your problem. I have a suggestion. I think you should \_\_\_\_\_

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**F. Read your note to your classmates.**

TO THE TEACHER: See the problem scenario chart for more scenarios and the steps of a problem solving task.

TEMPLATE

## PROBLEM SOLVING TASK WORKSHEET

**A. Read or listen to the story.**

**B. Retell the story to a partner.**

**C. Respond to these questions.**

1. Who is the employee in this story?
2. Where does the employee work?
3. What is the employee's problem?

**D. Discuss these questions.**

4. How do you feel about the problem?
5. What is your advice for the employee?

**E. Write a note about the problem.**

Dear \_\_\_\_\_,

**I was sorry to hear about your problem. I have a suggestion. I think you should** \_\_\_\_\_

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**F. Read your note to your classmates.**

TO THE TEACHER: See the OPD Problem Solving Scenarios file for more scenarios and the steps of a problem solving task.

## OPD WORKPLACE PROBLEM SCENARIOS

<b>Problem Solving Lesson</b>	
<b>Time Frame:</b> Approx 90 min	
<b>Before the lesson:</b>	
<ul style="list-style-type: none"> <li>• Decide whether you want learners to read or listen to the scenario. If reading: cut and paste the scenario from the charts below into the problem solving template on page 1 of this document.</li> <li>• Make copies for the class <i>OR</i> send the scenario to learners' smartphones or tablets <i>OR</i> project the scenario at a font size learners can read.</li> <li>• If learners are going to listen to the scenario, consider putting a picture of a worker in section A of the problem solving template.</li> </ul>	
Step 1	Preview the scenario topic: E.g. <u>Mistakes at work</u> . Use gestures, drawings, or other comprehensible input to make the topic clear.
Step 2	Have learners read the scenario independently and silently <i>OR</i> present the scenario orally to the class.
Step 3	Distribute A,B,C,D answer cards and have students respond non-verbally to your questions verifying learners' comprehension of the scenario. E.g., Is Malika... a) the cook, b) a server, c) the customer, d) a potato? Is Malika a good server? a) yes b) no c) not sure.
Step 4	Work with the whole class to brainstorm different problems they see in the scenario. Write learners' ideas on the board.
Step 5	Have the class vote on the problem they want to solve. (E.g. Malika is upset because her customer is upset. )
Step 6	Put learners in groups and give them sentence frames to help them come up with solutions. (E.g. <i>Malika should</i> ___ ) Alternatively, provide learners with three-four possible solutions. Have them take turns saying the solution they think is best. <i>I think</i> _____
Step 7	Provide an email template for learners to use to write their solution. E.g. <i>Dear Malika, I was sorry to hear about your problem at work. I think you should... Please call me if you have questions.</i> OR Have learners work in groups to create and perform a role play that demonstrates the problem and solution.
Step 8	Ask learners to reflect on the skills they used to solve the problem.

This chart is taken from p.20 of the OPD CCR Skills Builder Handbook

## OPD WORKPLACE PROBLEM SCENARIOS

Theme	OPD Topic/Page #	Problem Scenario Text
<b>General Workplace</b>	Job Skills p. 176	Ruth is preparing for her interview at a grocery store. She has no work experience but she has life experience. Ruth takes care of two children and her husband's mother. She volunteers at her children's school and she loves to cook. What skills do you think she can talk about at the interview?
	Personal Information p. 4	Sara started a new job last week. She met many people during the week. It's Monday and she doesn't remember some co-workers' names! She is worried. What happens when people say, "Hello, Sara!" and she doesn't remember their names?
	Job Search p.168-169	Alonso is looking for factory work. He knows that networking is important, but he doesn't like it. He doesn't like to ask for help from people. A friend of a friend is opening a new factory. Alonso needs to do some networking. He feels very uncomfortable with the situation. Can you help him? What can he say to his friend?
	Interview Skills p. 179	Manuel has a very important job interview at City College today. The campus is very large and he cannot find the employment office. He asks different people for directions but he is lost. It's five minutes before the job interview appointment. What is your advice for Manuel?
	Everyday Conversation p. 12	Janet works very hard, but Janet's boss never compliments her. Janet wants to ask her boss, "Do you think I'm doing a good job?" or "Do you like my work?" but she isn't sure those are professional questions. Is this situation a problem? Why or why not? What do you think Janet should do?
	The Workplace p. 182-183	Chuck is an employee at a computer repair shop. This week his paycheck was very high. He was excited and on the way home from work he bought a new TV. When he got home, he looked at his pay stub. There were no deductions. What advice do you have for Chuck?
	Workplace Clothing pp 92-93	Sara works in a restaurant kitchen. Some employees often forget to wear their hairnets. The restaurant manager never says anything about it. What can Sara do?
Job Safety p. 197	Don works in a large warehouse and he always wears his safety equipment.. His co-worker, Mike, always forgets his safety equipment. He often asks to borrow Don's equipment when Don isn't using it. Last week, Mike broke Don's safety glasses, and yesterday he lost Don's back belt. Don doesn't want Mike to get hurt, but he doesn't want to loan Mike his equipment. What are some things he can say the next time Mike asks to borrow something? *Note: See the Teacher's Resource Center video on Job Safety	

## OPD WORKPLACE PROBLEM SCENARIOS

Theme	OPD Topic Page #	Problem Scenario Text
<b>Hospitality, Restaurant and Food Service</b>	A Hotel p. 192	Lola is a housekeeper at a very expensive hotel in the city. She and her co-workers are upset. Very few guests leave tips when they check out. Lola wants the hotel to add a gratuity to the guest's bill. The hotel owner does not agree. Are there solutions to this problem?
	Housework p. 60	Betsy cleans houses. She works long hours from 7 a.m. to 7 p.m. 30 minutes after she comes home, her husband leaves for work. Their teenage sons study hard and help with the cooking, but they never do any cleaning. Lola is very unhappy with the condition of her home, but she is very tired after a day of cleaning. She doesn't want to clean all night too. Can you help her fix this situation?
	Cleaning Supplies p. 61	
	Doing the Laundry p. 101	Sandy is the Larsen family's new housekeeper She does all the housework including the laundry. Today, when she takes Mr. Larsen's clothes out of the washer, she sees a red sock. Mr. Larsen's white t-shirts are now pink! Sandy is very upset. She doesn't want Mr. Larsen to be angry. What can she do?
	Food Service p.193	Paula is a line cook. She has a lot of experience. She wants to start a catering truck business. Her sister says, "I can be your business manager." She needs money to buy the truck and start the business. Her mother-in-law says, "I can give you the money you need." Paula is grateful to her family. She says, "Thank you. Let me think about it." Can you help Paula think about it? Is there a problem? Why or why not?
	A Restaurant p. 82-83	Larry works in an expensive restaurant. One evening he has a lot of trouble with two diners. They take a very long time to order. They complain that the service is slow after five minutes. They order very expensive wine, drink half a glass, and say that the wine is bad. When Larry is with another diner, they snap their fingers and clap to get Larry's attention. Larry is very, very angry. He is worried that he will say something rude. What is Larry's problem and what solutions do you have for him?
	A Fast Food Restaurant p.79	Leo is an employee at a local fast food restaurant. He has a great attitude. He works at all the stations, but his favorite station is the drive-through window. He uses a special "radio voice" to greet the customers and take their orders. The customers love it! Leo's old manager loved it too. This week, Leo has a new manager. The manager says, "Speak in your normal voice. I want customers to understand you." Leo is very unhappy. What do you think he should do? Why?

## OPD WORKPLACE PROBLEM SCENARIOS

Theme	OPD Topic Page #	Problem Scenario Text
<b>Hospitality, Restaurant and Food Service</b>	A Coffee Shop Menu p.80-81	Malika works at a coffee shop. She is a good server and listens carefully to her customers' orders. Today one customer orders roast chicken and mashed potatoes. The cook puts a baked potato on a plate. Malika doesn't see the mistake, but the customer sees it. He sends the food back to the kitchen. This time the cook puts rice on the plate. The customer doesn't want rice. The customer is hungry and upset. The cook is upset. How can Malika handle this problem?
	Food Preparation and Safety p. 76-77	Delia is a server at a small restaurant. Every day many overweight adults and children come in for lunch or dinner. They order fried chicken and barbecued ribs and she serves them their meals. But she worries about their health. She wants the restaurant to change its food preparation. How can she make that happen, or can she?
	A Grocery Store p. 72-73	Pam is a clerk at the local grocery store. She works behind the bakery counter and is in charge of ordering the baked goods for the store. This week the most popular sandwich bread did not come in. Pam knows she placed the order. Her boss is upset with her and the situation. What are some steps that Pam can take?
<b>Retail</b>	Seasonal Clothing p. 90	Ruth is waiting at the bus stop at 7:15 a.m.. She has an interview at 8:00 this morning. It's starting to rain and Ruth does not have an umbrella. The bus stop roof is leaking and Ruth's clothes are getting very wet! She can see the bus down the street. Ruth doesn't know what to do! Do you?
	Shoes and Accessories p.94-95	Carlos is a salesperson in the shoe department. His supervisor, a woman, asked him out to lunch, but he said no. After that, she started to complain about his work. What advice do you have for Carlos?
	Describing Clothes p. 96-97	Chen works at the returns counter in a department store. An elderly woman gives him a bag with a blouse. The blouse is in poor condition. It's torn and stained. The woman has her receipt but it is from six months ago. The store has a 60-day return policy. The woman says, "I was sick. I couldn't come to the store." She wants cash for the blouse. There is a long line behind her. Chen doesn't know what to do. What do you think Chen can say or do?
	Electronics and Photography p. 240-241	Sam's boss does not like to spend money. One day he asks Sam to buy a digital camera for the office. Sam goes to a swapmeet and pays a very low price for a new camera. He's excited. He thinks his boss will be very happy. The next day he shows the boss the camera. It doesn't work. The boss tells Sam to take it back. There are no returns at swapmeets. What can Sam do?

## OPD WORKPLACE PROBLEM SCENARIOS

Theme	OPD Topic/Page #	Problem Scenario Text
<b>Healthcare</b>	A Hospital p. 122-123	Tanya knows that she wants a healthcare job, but she doesn't know which job. She is very good at math and science, and she is very good with people. She can't decide which healthcare career to choose. How do you think she should decide? What can she do?
	Illnesses and Medical Conditions p112-113	Harold works with Larry at a construction site. Harold's son has a serious illness but Harold doesn't like to talk about it. Harold was not at work for two days. Today Harold is back and he looks very sad. Larry does not know what to do. He wants to help Harold, but he doesn't want to upset him. What do you think Larry should do? Why?
	First Aid p.119	Max is a teacher's aide. He often gives children ice packs or bandages from the class first aid kit. Today he sees that the first aid kit is empty. He thinks the class needs a new First Aid kit. He tells the teacher, but the teacher says, "The school has to buy that." Max is thinking about buying a kit with his money. He doesn't know what the teacher will say. Can you advise Max?
	A Pharmacy pp 114-115	Sasha's boss at the pharmacy often asks her to stay late and work extra hours. Sasha wants to take some classes, and she needs a more regular work schedule. She doesn't want to lose her job. What can she do?
<b>Office</b>	Office Skills p. 177	In her job interview, Sue said she had very strong computer skills. She does not. She got the job and she starts next week. What suggestions do you have for Sue?
	Office Work p. 188-189	Lee Ann works in a busy office. She orders the office supplies. Every month she checks the supply cabinet to see what she needs to order. But today she notices that there are no sticky notes, pens, or notebooks. She ordered two months of supplies last month. The supplies are not there! Lee Ann thinks someone is taking them home. She doesn't know what to do or say. Can you give her advice?
	Inside a Company p.184 Digital Literacy p.210-211	Gary is the only computer technician at Green Energy Corporation. The computers at Green Energy are old and Gary is very busy! He thinks the company needs to buy new computers. He made an appointment with the company president, but now he's nervous. He is not sure what he should say. He wants the president to agree with him. Can you help Gary?

## OPD WORKPLACE PROBLEM SCENARIOS

Theme	OPD Topic/Page #	Problem Scenario Text
Office	Inside a Company p.184	Luis is an office assistant. He delivers packages and makes copies for the other office workers. Luis can see his co-workers' computer screens when he delivers packages. Many times they are playing games or watching movies on their computers. Luis doesn't think it's right, but he never says anything. One day the boss tells Luis, "I want you to be my eyes and ears. You tell me what you see in the office. This will help me," Luis is not sure what to do. What's your opinion?
	Digital Literacy p.210-211	
Manufacturing, Construction, and Agriculture	Manufacturing p. 185	Marta works at a local factory. She has been there for five years. She wants a promotion to line supervisor and talks to the owner. The owner says Marta is qualified, but he prefers to put men in that job. Marta does not know what to say. She walks out of the office in silence. Help Marta decide what to do.
	Landscaping and Gardening p.186	Kwok is a gardener. He has many customers on the same street. He mows, rakes and fertilizes the neighborhood lawns. He also does sprinkler installation and landscaping. He charges extra for those jobs. Martin was Kwok's first customer on the street. He recommended Kwok to his neighbors. Now he wants Kwok to give him sprinkler installation for free. Martin says, "Kwok, you have all these customers because of me! You should do this installation to thank me." What should Kwok do?
	Construction p. 196	Nina is a secretary for A&G Builders. Her office is on the construction site. When she comes to work, some of the construction workers whistle and say her name. This makes Nina uncomfortable. She wants to say something to make them stop, but she doesn't want to cause problems. What advice can you give her?