

Dandelion Program Management Training Handout

Scenarios





Contents

- 1. Scenario A3
- 2. Scenario B4
- 3. Scenario C5
- 4. Scenario D6
- 5. Scenario E7
- 6. Scenario F.....8



1. Scenario A

A team member named Jackson is struggling to focus and concentrate on the tasks he has been given to perform at work.

He has been observed browsing the internet during work time and frequently falling asleep at his work station. This is impacting on his ability to perform at expected levels while at work.

These behaviours have been observed to increase in frequency when he is very tired, anxious, stressed, or when the work is new and unfamiliar. People working around him are beginning to notice these behaviours. His reputation at work and the reputation of the team he works with is at risk.

Discuss ideas about how you could support Jackson in the areas he is finding challenging, and how the support team could address the behaviours of concern which are impacting on his and the team's reputation at work.

TIPS:

Think about why these behaviours may be occurring – are there factors impacting from his personal life?

Break down the behaviours and create a strategy to implement to address each behaviour (one strategy may address more than one behaviour).



2. Scenario B

A team member named Angela has fallen asleep at her desk.

Angela has been sleepy all morning, and you have noticed her browsing the internet.

You remind her that it is not appropriate to be browsing the internet during work time and direct her to get back to working on the task that she is supposed to be working on.

When you leave the area to help another team member, you return to find Angela is fast asleep at her desk. What do you do?

TIPS:

Think about why these behaviours may be occurring – are there factors impacting from personal life?

Break down the behaviours and create a strategy to implement to address each behaviour (one strategy may address more than one behaviour).



3. Scenario C

A team member, Frank, has been given an extra piece of work as this is in an area he hopes to work in fulltime. It also means extra responsibility for him.

However, he has now had the piece of work for 2 days and has been stressed and unable to complete any of the new work assigned to him.

The Manager still believes Frank wants to and has the skills to complete the work. What do you need to address and put in place to help Frank complete the new work?

TIPS:

Think about why these behaviours may be occurring.

Break down the behaviours and create a strategy to implement to address each behaviour (one strategy may address more than one behaviour).



4. Scenario D

A team member, Reece, is always on his mobile phone during work hours.

He is very skilled at disguising the fact that he is not working and is reading Fanfiction on his phone. Reece also has a diagnosis of ADD, and often loses track of time and motivation for the tasks he is given to complete.

He has been told many times that he cannot be on his phone during work time, but he still does it. He often disappears into the bathroom for long periods of time with his phone. Reece needs to be easily contactable by family members due to a family crisis. Discuss strategies that could be implemented to help Reece break the habit of using his phone, whilst still being contactable by family.

TIPS:

Think about why these behaviours may be occurring.

Break down the behaviours and create a strategy to implement to address each behaviour (one strategy may address more than one behaviour).



5. Scenario E

A team member named Brett regularly arrives 10-15 minutes late for work.

Brett has been told on several occasions that it is important for him to start work at 9:00AM to allow time to settle into the work place, and be ready of the daily meeting at 9:15AM.

Brett often rushes in at 9:20am, is flustered, and misses all of the information from the meeting.

Brett always stays back to make up the time. Brett also has a diagnosis of ADD. Discuss strategies to help the team member arrive on time.

TIPS:

Think about why these behaviours may be occurring – are there factors impacting from personal life?

Break down the behaviours and create a strategy to implement to address each behaviour (one strategy may address more than one behaviour).



6. Scenario F

A team member, Veronica, has a significant crisis happening in her family. Her mother is very unwell, and keeps borrowing money from Veronica and ringing her at work in tears.

Veronica's mother has recently been admitted to a Psychiatric Hospital. This is significantly impacting on Veronica's anxiety levels and concentration/motivation at work.

Discuss how we can help build resilience in Veronica and minimize the impact of this situation on her work.

TIPS:

Think about how there may be agencies, medical professionals or services available to support Veronica and her family?

Remember your professional boundaries.