

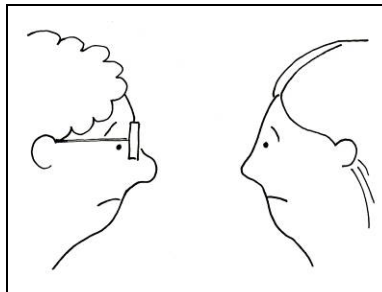
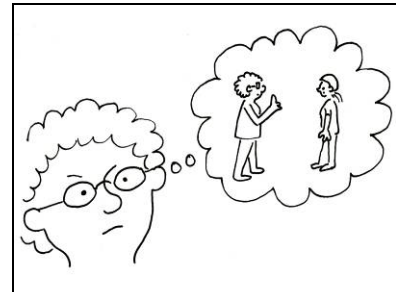
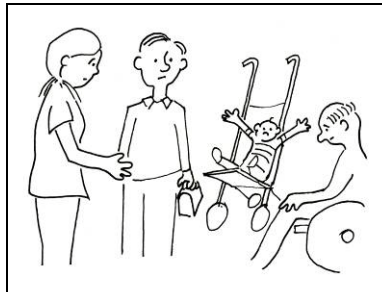
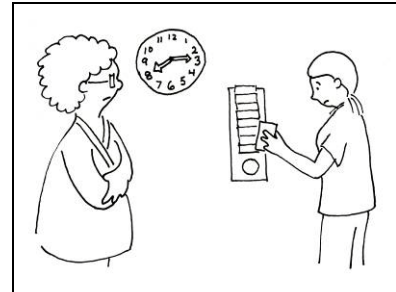
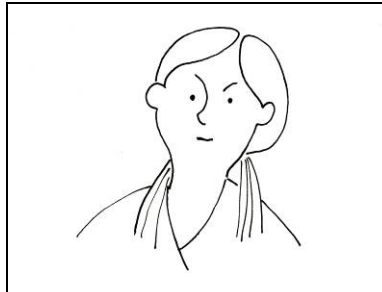
Workplace Scenarios  
Communication Skills and Problem Solving



# THE FRUSTRATED SUPERVISOR

# THE FRUSTRATED SUPERVISOR

## Preview: Listen to the Story



### The People

- Nursing Supervisor
- Su-Ling, a Licensed Vocational Nurse (LVN)

### The Place

- The office of the Nursing Supervisor




### The Problem

- You are the Nursing Supervisor. One of the LVNs is often late to work because she has to take care of her sick father-in-law and her children. You need all nursing staff to be on time.

## Activity 1: Decide True or False

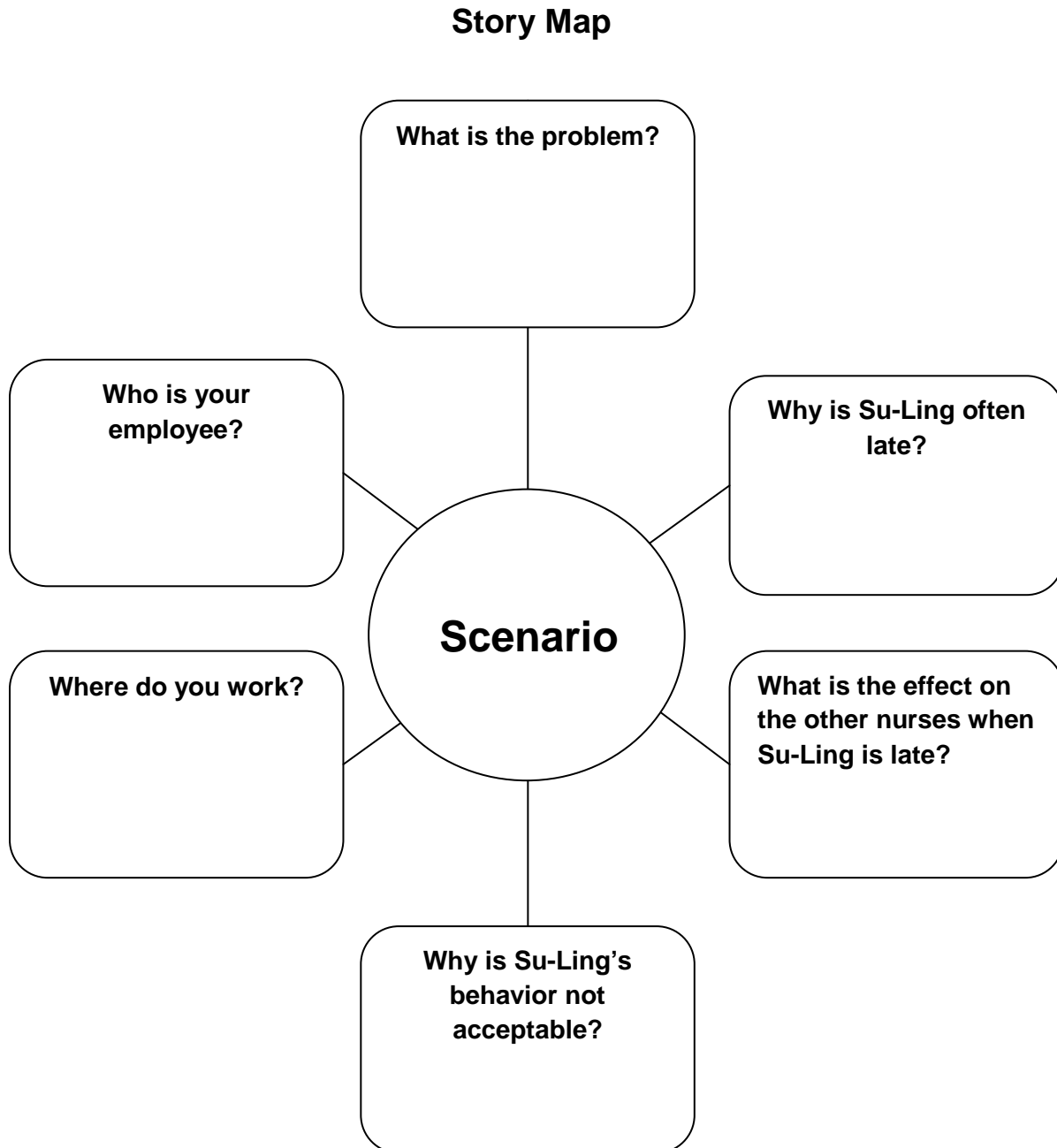
Your teacher will make a few statements (sentences) about the story. If the statement is **true**, hold up a **green** piece of paper. If the statement is **false**, hold up a **red** piece of paper. If you are not sure, hold up a **yellow** paper. Explain your reasons.

### Example

In the story, your name is Su-Ling and you work in a hospital.		You are a nursing supervisor, and Su-ling is your employee.
All LVNs must be at work at 8am		You, as the supervisor, must have all LVNs on the hospital floor by 8am.
Su-Ling has a teenage daughter.		The story does not tell us. There is no way of knowing.

## Activity 2: Discuss the Story

What is the problem? Where do you work? Who is your employee? Why is Su-Ling often late? What is the effect on the other nurses when Su-Ling is late? Why is her behavior not acceptable? Use the Story Map to guide you.



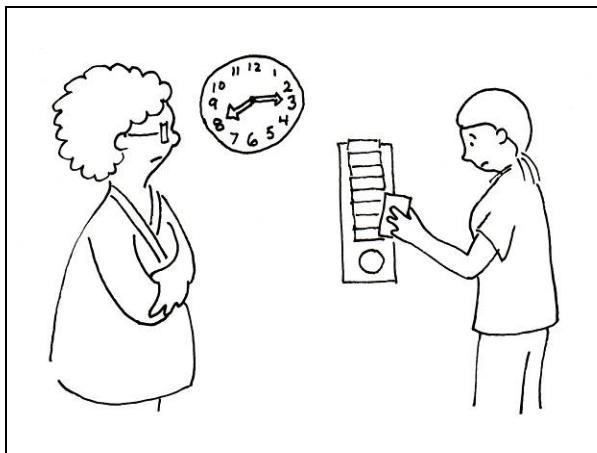
### Activity 3: What is the problem? Retell the Problem in Your Own Words.



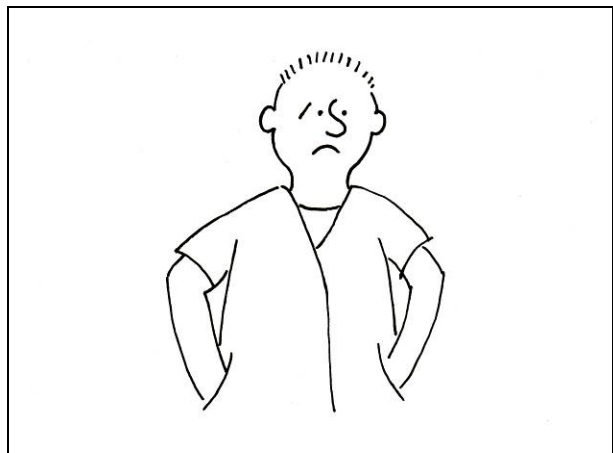
1.



2.



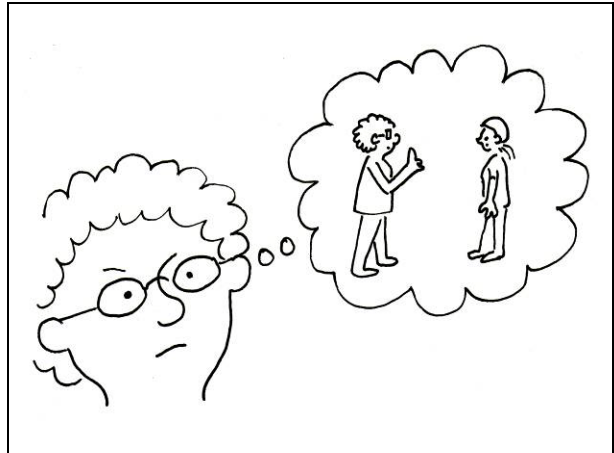
3.



4.



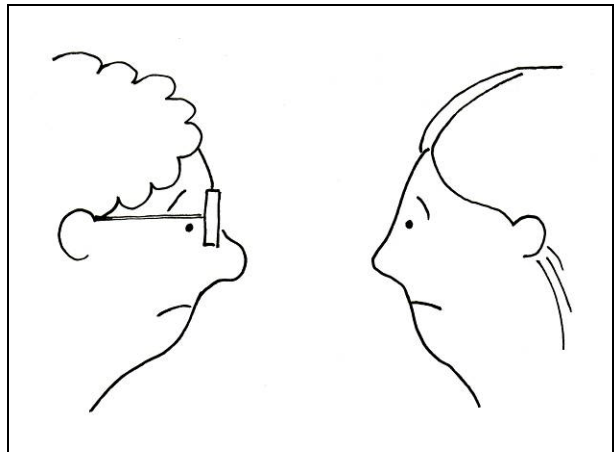
5.



6.



7.



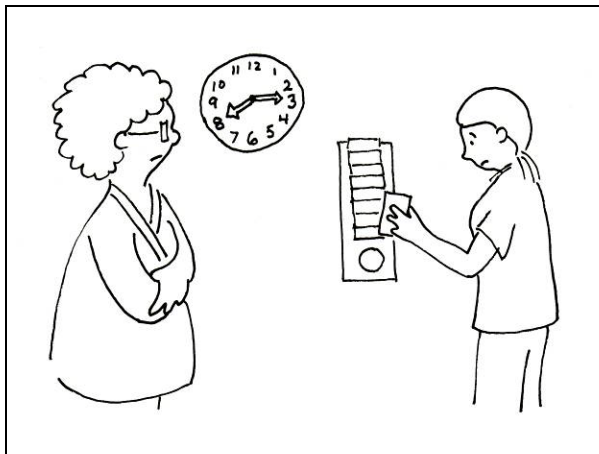
8.

**Activity 4: Read the Story with Pictures**

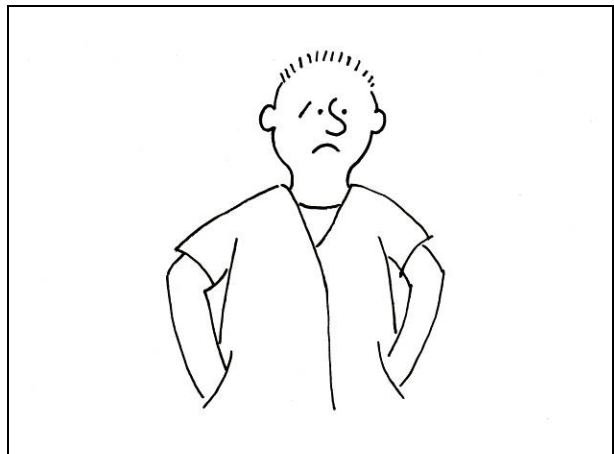
**1.** Imagine: You are a Nursing Supervisor in a big city hospital.



**2.** One of your best employees is Su-Ling. You like Su-Ling. She is a nice person and very responsible.



**3.** Unfortunately, Su-Ling often comes to work late. This is not acceptable.



**4.** You must have your LVNs on the hospital floor by 8 am so they can assist in patient care. If an LVN is late, the other nurses have to work harder. This is not fair to them.



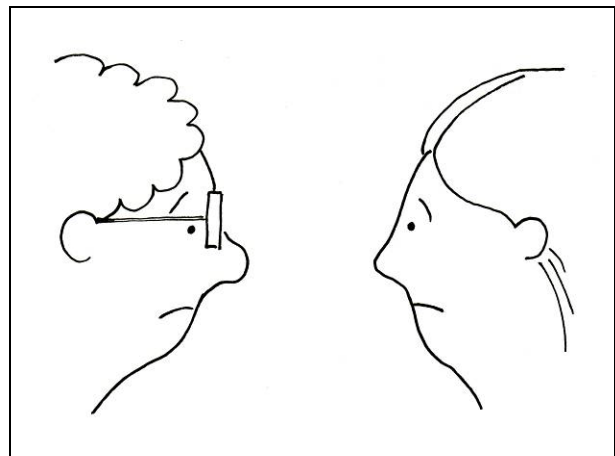
**5.** You understand that Su-Ling is in a difficult situation. She has many family responsibilities. But this situation cannot go on.



**6.** You will talk with Su-ling. You think *Maybe I have to tell Su-Ling to find another job if she cannot come to work on time.*



**7.** This is very difficult for you. You know that she is doing the best she can.



**8.** But you also have responsibilities to the hospital. You are the supervisor, and you have to be fair.

## Activity 5: Read the Story without Pictures

### THE FRUSTRATED SUPERVISOR

Imagine: You are a Nursing Supervisor in a big city hospital. One of your best employees is Su-Ling. You like Su-Ling. She is a nice person and very responsible. Unfortunately, Su-Ling often comes to work late. This is not acceptable. You must have your LVNs on the hospital floor by 8 am so they can assist in patient care. If an LVN is late, the other nurses have to work harder. This is not fair to them.

You understand that Su-Ling is in a difficult situation. She has many family responsibilities. But this situation cannot go on. You will talk with Su-ling. You think *Maybe I have to tell Su-Ling to find another job if she cannot come to work on time.*

This is very difficult for you. You know that she is doing the best she can. But you also have responsibilities to the hospital. You are the supervisor, and you have to be fair.

## Activity 6: Consider the Options

Discuss with a partner. Imagine you are in the position of the nursing supervisor. What are your options? What can you do? What can you say to Su-Ling?

## Activity 7: Discuss Choices and Consequences

Work individually. Think about the options have as the nursing supervisor. Then think about the consequences for each option – good or not so good. Write down the options – then write down the consequences for each option.

### Example:

Options	Consequences
1. <i>_You can ignore the problem</i>	1. <i>The other nurses have to work harder.</i>

Options	Consequences
1.	1.
2.	2.
3.	3.
4.	4.
5.	5.

### Discussion:

Work in your team and share your ideas. What do you think is the best option for you, the nursing supervisor? What are your reasons? Present your best option to the rest of the class.

**Activity 8: Finish the Story**

Work in your team. Discuss the problem. Then create a story about what will happen next. You can tell your story in sketches (pictures) or in writing.

**Activity 9: Create a Dialog**

Work with a partner. Practice the first part of the dialog. Take turns reading. Then finish the dialog. Be creative. Decide: What will you do? What will you say to Su-Ling? What do the other nurses say when Su-Ling is late? What does Su-Ling say when she comes in?

You (to yourself): *I can't believe it. Su-Ling is late again. She is such a good worker when she is here, but that's the third time this month that she is late. I really like her but the other nurses are getting upset. I have tried talking with her before. Maybe I have to tell her to find another job if she cannot come to work on time. Here come a couple of the other nurses now.*

**Nurse 1:** \_\_\_\_\_

**Nurse 2:** \_\_\_\_\_

**You (to the nurses):** \_\_\_\_\_

**Su-Ling (comes in late):** \_\_\_\_\_

**You:** \_\_\_\_\_

**Su-Ling:** \_\_\_\_\_

**You:** \_\_\_\_\_

**Su-Ling:** \_\_\_\_\_

## Activity 10: Present a Role Play

Practice your dialog in class and at home. Then practice without the script. Perform your dialog in front of the class or in front of your team. Your class mates will observe and evaluate.

### Rubric

<b>You – the Nursing Supervisor</b>	<b>No evidence</b>	<b>Needs improvement</b>	<b>Did Well</b>
Responds to the other nurses			
Confronts Su-Ling in a friendly but firm manner			
Listens to Su-Ling			
Tells Su-Ling what needs to happen			
Closes conversation in a friendly manner			

## Activity 11: Language and Vocabulary Practice

Read the story “*The Frustrated Supervisor*” one more time with your team. Then look at Useful Words and Expressions below. Discuss these expressions with your team. If you are not sure, reread the story.

### Useful Words and Expressions

1. frustrated
2. employee
3. LVN
4. assist in
5. responsibility
6. doing the best you can

### Vocabulary Match-up

Work individually. Write the correct word next to the definition

Word	Definition
	someone who is paid to work for a person, organization or company
	to help someone do something
	doing something to the best of your abilities
	licensed vocational nurse
	annoyed and angry because you cannot do or have what you want
	something that you do because it's your duty or your job

### Activity 12: Personal Dictionary

Write down all the words you want to know. Then write down something that will help you remember the word. You can write down a definition, or a sentence. You can draw picture so you can see the situation in your mind. You can also write down the translation. Study the words and expressions! Your teacher may give you a quiz.

Word	Memory Help
Doing the best you can	Trying very hard. Su-Ling says, "I'm sorry I'm late, but I am doing the best I can."

### Activity 13: Special Expressions (in, on, under, etc.)

English has many expressions that include prepositions – small words such as *in*, *on*, *under*. For example, you can be *in trouble*, *on notice*, or *under arrest*. You can also be *over your limit* or *under suspicion* and something can be *beneath your dignity*. You could be driving *under the influence*.

**Read the sentences with a partner. What does the expression mean?**

**Explain your answers to the class.**

1. I'm **in trouble**. My sister is not ready to baby sit, and I have to be at work in 10 minutes.
2. This is the second time you've been late this month. I'm putting you **on notice**. If you cannot come to work **on time**, we may have to let you go.
3. We think one of the nurses stole some medicines from the medicine cabinet. He's been **under suspicion** for awhile. If we catch him, security will call the police and they'll put him **under arrest**.
4. I tried to use my debit card at the pharmacy. But it wouldn't work. It looks like I'm **over my limit**.
5. My friend got arrested for DUI – driving **under the influence** (of drugs or alcohol). He's **in trouble** now.

## Activity 14: Spelling Changes

English spelling can be frustrating because there are so many exceptions. But there are also rules for spelling. For example, we say one **city** (singular) but many **cities** (plural). You may have a job with a lot of **responsibility** and therefore you have many **responsibilities**.

Can you state the rule for the words in the table?

**Read the words and pay attention to the spelling.**

<b>Singular</b>	<b>Plural</b>
City	Cities
Story	Stories
Family	Families
Responsibility	Responsibilities
Pharmacy	Pharmacies

**Write the plural. Add other words you know**

<b>Singular</b>	<b>Plural</b>
Celebrity	
Variety	
Minority	

**Cultural Notes: Agree or Disagree**

Read the following sentences and discuss them. Do you agree or disagree? Circle your answer. Be prepared to explain your reasons.

1. As the supervisor you are responsible for all your employees. (agree | disagree)
2. As a supervisor, you must be fair. (agree | disagree)
3. It is ok if a supervisor likes some employees more than others. (agree | disagree)
4. If an employee like Su-Ling is sometimes late that is ok. She is a very good worker, and good workers are difficult to find. (agree | disagree)
5. A supervisor should try to be popular with all the employees. (S)he should be everyone's best friend. (agree | disagree)
6. If someone is always late, and the other employees must work harder, then the employees should complain to the supervisor. (agree | disagree)
7. Usually, supervisors put employees on notice before they fire them for being late. (agree | disagree)

## Cultural Notes: Tell Your Story

Do you have someone who is always late? Who is the person? What happens? What are the reasons? Does this person's lateness affect other people? How do you usually respond? What do you do and what do you say? In your culture, when is it OK to be late? When is it not OK to be late?

Use the story map below to help organize your story.

### Story Map

