

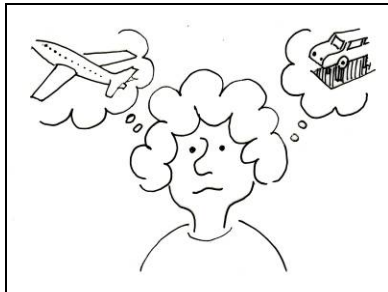
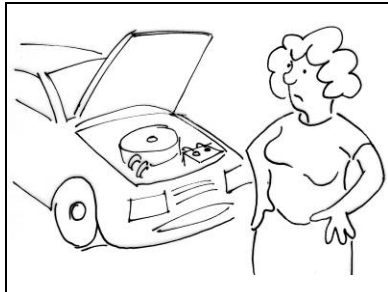
**Workplace Scenarios**  
**Communication Skills and Problem Solving**



# **THE FRIENDLY SECURITY GUARD**

# THE FRIENDLY SECURITY GUARD

**Preview:** Listen to the Story



## The People

- Sara (a worker on the night shift)
- A security guard. The security guard “likes” Sara



## The Place

- The parking lot and then the lobby of a company
- **The Problem**
- Sara has a dead battery. No one in her family has a car available
- There’s a security guard on the night shift
- The security guard likes Sara. He wants to go on a date with her.

## Activity 1: Decide True or False

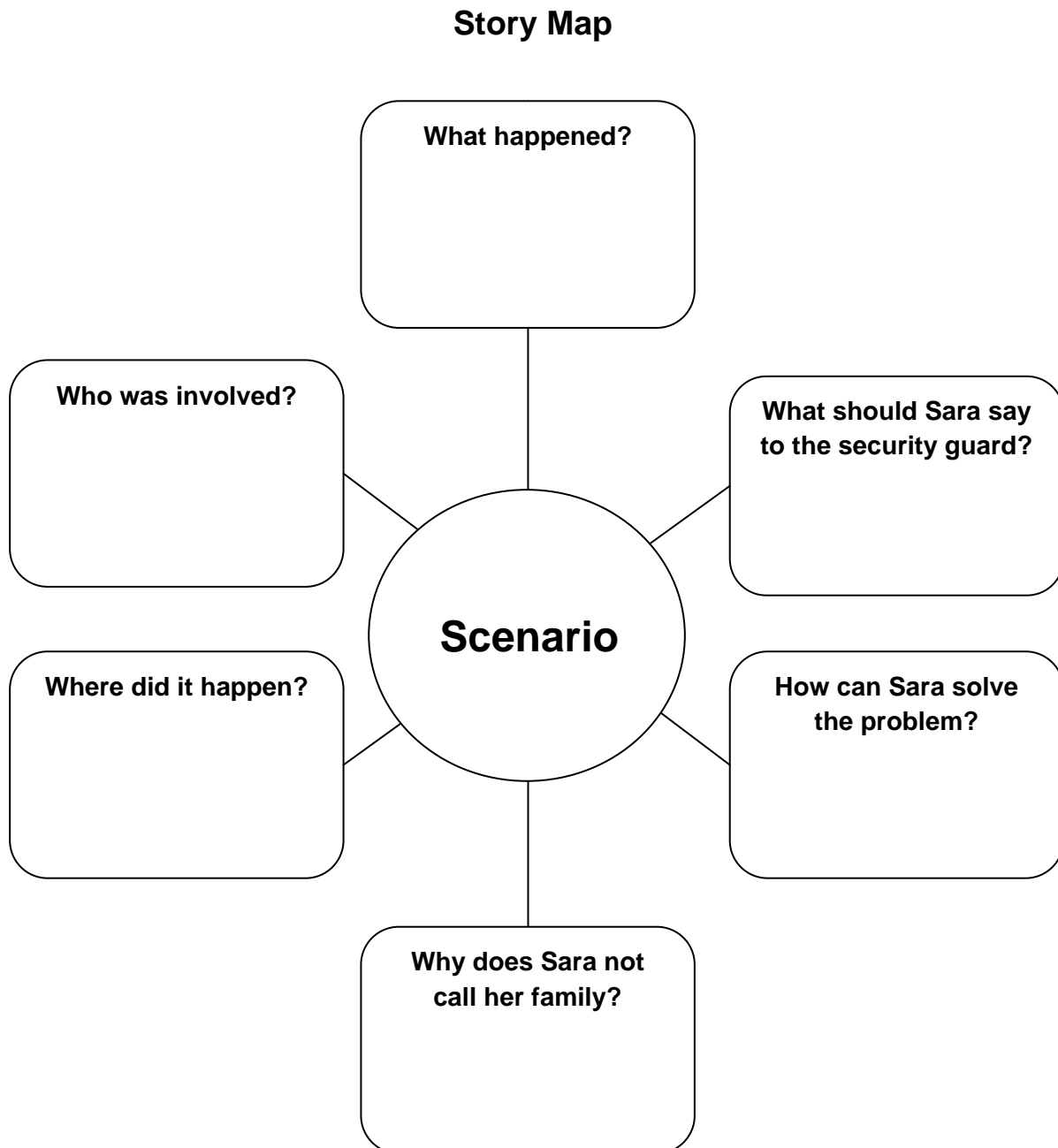
Your teacher will make a few statements (sentences) about the story. If the statement is **true**, hold up a **green** piece of paper. If the statement is **false**, hold up a **red** piece of paper. If you are **not sure**, hold up a **yellow** paper. Explain your reasons.

### Example

Sara works from 8am till 5pm.		Sara works the evening shift. She works till late at night.
Sara's car won't start.		She left the lights on and now the battery is dead. A car doesn't start with a dead battery.

## Activity 2: Discuss the Story

What happened? Who was involved? Where did it happen? Why does Sara not call her family? How can Sara solve the problem? What should Sara say to the security guard? Use the Story Map to guide you.



### Activity 3: Retell the Story in Your Own Words



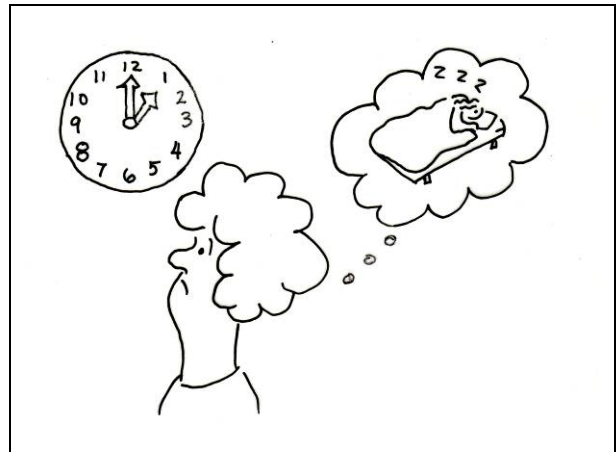
1.



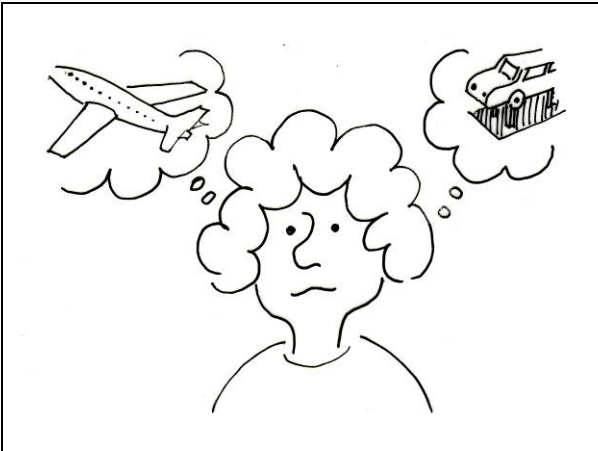
2.



3.



4.



5.



6.

### Activity 4: Read the Story with Pictures



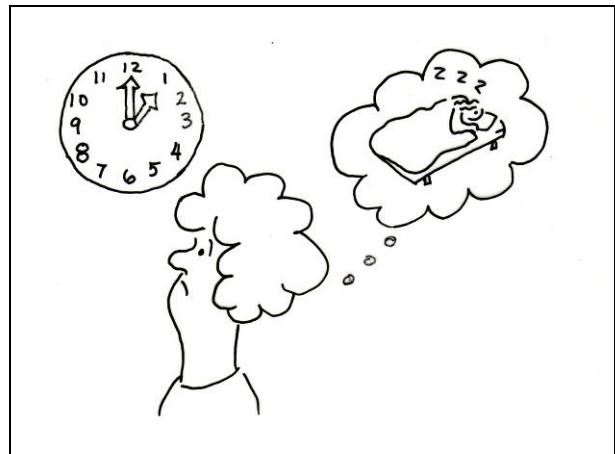
**1.** Imagine. Your name is Sara. You are working the swing shift in a big company. It is dark outside when you leave work. When you get to your car, you see that you left the lights on. The battery is dead.



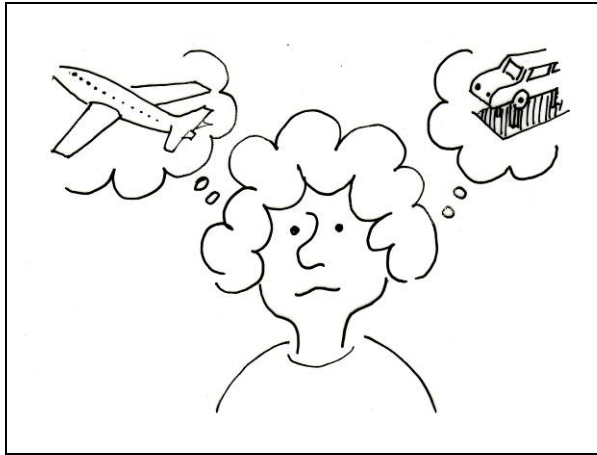
**2.** You don't have AAA service. You go back into the building where you work. There is a security guard in the lobby. You know him. He is a very friendly person.



**3.** One time before, he asked you to have a drink with him. When he asked you out, you said no and made an excuse. The truth is: You don't like him very much. But, on the other hand, he probably has jumper cables.



**4.** You have friends in town, and maybe they could come and pick you up. But it is 1 o'clock at night and you don't want to wake them up.



**5.** Your mother is out of the country. She is visiting family back home. Your father and your brother are at home, but the family car is in the shop.



**6.** There is no bus service at that time of night, and taxis are expensive. You think the security guard can help you, but you hesitate to ask.

## Activity 5: Read the Story without Pictures

### THE FRIENDLY SECURITY GUARD

Imagine. Your name is Sara. You are working the swing shift in a big company. It is dark outside when you leave work. When you get to your car, you see that you left the lights on. The battery is dead. You don't have AAA service. You go back into the building where you work. There is a security guard in the lobby. You know him. He is a very friendly person. One time before, he asked you to have a drink with him. When he asked you out, you said no and made an excuse. The truth is: You don't like him very much. But, on the other hand, he probably has jumper cables.

You have friends in town, and maybe they could come and pick you up. But it is 1 o'clock at night and you don't want to wake them up. Your mother is out of the country. She is visiting family back home. Your father and your brother are at home, but the family car is in the shop.

There is no bus service at that time of night, and taxis are expensive. You think the security guard can help you, but you hesitate to ask.

**What do you do? What do you say?**

## Activity 6: Consider the Options

Discuss with a partner. Imagine you are in Sara's position. What are your options? What can you do? What can you say?

## Activity 7: Discuss Choices and Consequences

Work individually. Think about the options that Sara has. 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>Sara can let the security guard buy her a drink.</i>	1. <i>He may get a bit too friendly and Sara may not be safe.</i>
2. <i>Sara can call her friends.</i>	2. <i>She will wake them up in the middle of the night and they may be upset.</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 Sara? What are your reasons? Present your best option to the rest of the class.

## Activity 8: Finish the Story

Work in your team. Think about Sara's problem with the security guard. Think about the best option for Sara. Create a story for your best option. You can tell your story in sketches (pictures) or in writing.

**In Sarah's situation, this is what I would do:**

## Activity 9: Create a Dialog

Work with a partner. Practice the first part of the dialog. Then finish the dialog. Be creative. Decide: What does Sara do? What does she say? Who is the other person?

**Sara** (in the parking lot): *Oh, man, I can't believe it. I left the lights on. Now the battery is dead and it's the middle of the night. What am I going to do? I bet the security guard has jumper cables. I could ask him. But it's that creepy guy who asked me out. I'm not sure I trust him. But I do need to get home.*

*I can call home, but they can't help me. The car is in the shop. I could call my friends, but it's in the middle of the night. I can't wake them up and ask them to come and get me. Man, I wish I had AAA. But I don't. I could take a taxi but I don't think I have enough money. And I don't even know how to get a taxi.*

*Well, I have to do something. So here it goes.*

**Sara:** \_\_\_\_\_

**The other person:** \_\_\_\_\_

**Sara:** \_\_\_\_\_

**The other person:** \_\_\_\_\_

**Sara:** \_\_\_\_\_

**The other person:** \_\_\_\_\_

## 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 offer suggestions.

### Rubric

(Character Name)	No Evidence	Needs Improvement	Did Well
Starts the conversation in a friendly manner			
Explains the problem			
Asks for help			
Makes her position clear			
Expresses gratitude			
Closes conversation in a friendly manner			

## Activity 11: Language and Vocabulary Practice

Read the story *The Friendly Security Guard* 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. swing shift
2. AAA;
3. On the other hand
4. dead (battery)
5. In the shop (car)
6. to ask somebody out
7. to pick someone up

### Vocabulary Match-up

Work individually. Write the correct word next to the definition

Word	Definition
	To ask someone on a date
	In the repair shop
	American Automobile Association
	The evening shift
	In contrast
	To come and get someone
	Without "juice"; no longer holds electricity

## 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 a 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
Pick someone up	I'll pick you up at 10.

## Cultural Notes: Agree or Disagree

**Instructions:** Read the following sentences and discuss them. Do you **agree** or **disagree**? State your reasons.

1. Many women are in Sara's situation. Most men will help women and then respect something in return.
2. If you have a funny feeling about someone, it's a good idea to stop and think twice before you accept an offer for help.
3. It's ok for Sara to be both firm and friendly. She can say something like "I'm sorry I can't have a drink with you, and I can't go out with you. But I'm really in trouble here. If you could jump start my car that would be really nice."
4. The security guard is a nice man. Sara should just accept his help and then have a drink with him. It's no big deal.
5. Most friends don't mind if you wake them up in the middle of the night. True friends want to help you.
6. Your friends may be angry if they find out that you don't call them when you are in trouble. They may say "Why didn't you call me? You know I will always be there if you are in trouble."

## Cultural Notes: Sexual Harassment

### Instructions:

Imagine this: The Security Guard says: I will help you, but only if you agree to go out with me. What do you do? Do you report him to the police? Do you report him to his supervisor? Give your opinion and explain your reasons. Write down your ideas and discuss them with the rest of the class.