

Lesson 02: Tackling Problems

Warm-up Questions:

What do you do if you are faced with a problem? How do you make important decisions?
 What are some common problems at your work?
 What are the pros and cons of making a quick decision?
 How would you describe your country's communication style at work?

Decision Making Process:

1. Identify the problem/goal
2. Brainstorm
3. Evaluate options
4. Eliminate/Narrow down options
5. Evaluate remains options
6. Make a decision

Discussion Questions:

1. Are you guilty of making any mistakes from the chart on the left?
2. What do you think has the most negative impact?
3. Do you make your decisions based on logic or emotions?

Expression(Asking/Giving ideas and opinions):

What do you think?

Do you have an idea?

Bob, what's your take on this?

What should we do?

John, how about you?

Does anyone have a suggestion?

(Someone) recommend/suggest... (something).

How about...

(doing something).

(someone do something).

(Someone) should (do something).

(Someone) have to/need to (do something).

suggestion

obligation/rule/necessary

Practice:

John is stuck in traffic and is going to be late for an important meeting. What should he do?

Amanda failed to get a promotion at work and is feeling depressed. What do you recommend?

There is an incompetent member in your team and he is making many mistakes. As a team leader, what should you do?