Title: Broken Plates

Exercise Code SLQUALED003

|  |  |  |
| --- | --- | --- |
| Modules: | Group size: | Duration: |
| 6. Problem Solving Strategies | Small group  Large group | 90 min |

# Purpose:

Development of possible solutions, change of perspectives, flexibility, communication, self-presentation, self-confidence

# Description:

As an introduction to the subject a text is read to the groups (max. 6 participants each), for example:

“The manager of the restaurant calls a meeting with his personnel and says: A lot of plates get broken these days. You have to improve this situation and something has to happen very soon!”

The task is now for the groups to analyse the following aspects:

* missing information
* dealing with this issue
* finding problem solving strategie

and to prepare an appropriate roleplay. Each group then presents their results in their roleplay.

# Methods:

Group discussion

# Source/Literature:

Modified and adapted from: Handbook Labour Office & Clients  
Improving the Communication Between Labour Office Advisers and Their Clients   
Úrad Práce, Dunajská Streda 2006