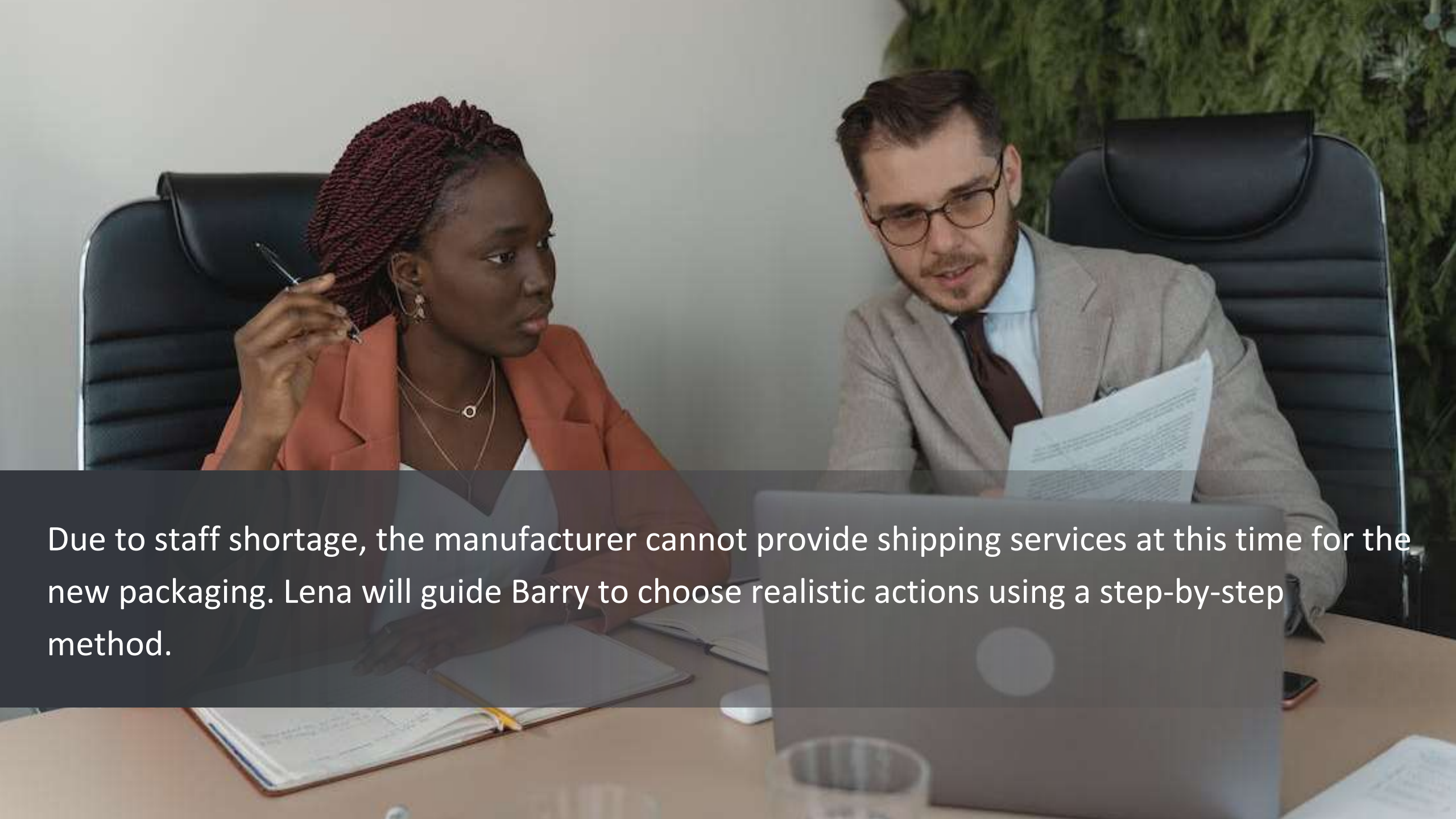# LEARNING
GOAL

◆ Responding to Changes

Warm-up

◆ **What changes often happen at your work?**

◆ **How do you positively respond to these changes?**

Due to staff shortage, the manufacturer cannot provide shipping services at this time for the new packaging. Lena will guide Barry to choose realistic actions using a step-by-step method.

Situational Dialogue

Barry: We need to finish this project as soon as possible. Unfortunately, we have a problem with the new packaging as it won't be delivered until next week which would be past our deadline.

Lena: I am afraid we cannot wait that long. How can we resolve the issue?

Barry: I've thought of an **initiative,** and that is to look for another **courier**. I could ask our Logistics Department whether they are free for delivery.

Lena: Is there anything else? Let us put all options on the table.

Barry: We can also turn to professional logistics companies for delivery.

Lena: So given all that, what is your action plan?

Barry: I will check the schedule of our Logistics Department first. If they are busy, I will seek a **third-party** logistics company.

Lena: Good! That seems much clearer!

Role-play

Barry: We need to finish this project as soon as possible. Unfortunately, we have a problem with the new packaging as it won't be delivered until next week which would be past our deadline.

Lena: I am afraid we cannot wait that long. How can we resolve the issue?

Barry: I've thought of an initiative, and that is to look for another courier.
I could ask our Logistics Department whether they are free for delivery.

Lena: Is there anything else? Let us put all options on the table.

Barry: We can also turn to professional logistics companies for delivery.

Lena: So given all that, what is your action plan?

Barry: I will check the schedule of our Logistics Department first. If they are busy, I will seek a third-party logistics company.

Lena: Good! That seems much clearer!

Responding to Changes

G

GOAL

What do you want to achieve?

R

REALITY

What is happening now?

O

OPTIONS

What options do you have?

W

WILL

Which choices will you make?

⠼ Responding to Changes

G
- _We need to finish this project as soon as possible._
- _It is important to note that the launch is in three weeks._

R
- _We have a problem with the new packaging as it won't be delivered until next week which would be past our deadline._
- _To be honest, we are way behind the schedule now._

O
- _I've thought of an initiative, and that is to look for another courier._
- _I think we need to hire more people for this project._

W
- _I will check the schedule of our Logistics Department._
- _I need to ask another team leader to assist us in this project._

Oral Practice

Scenario:

You are a team member handling a project. You think that the project won't be finished on time because you lack workers. Using the GROW Method, provide updates to your team leader and suggest some action plans if necessary.

Steps in Responding to Changes

- *Goal – What do you want to achieve?*
- *Reality – What is happening now?*
- *Options – What options do you have?*
- *Will – Which choices will you make?*

How to Positively Respond to Changes

Maintain a Positive Attitude

Learn New Skills to Develop

Communicate with Others

Ask Many Questions

Stay Optimistic and Focused

Look for Ways to Cope

1. *Why is it essential for a business to respond to changes?*

2. *How would you deal with unexpected situations at work?*

Overview

Keywords and expressions:

initiative/ courier/ third-party

Responding to Changes

1. Goal – What do you want to achieve?

2. Reality – What is happening now?

3. Options – What options do you have?

4. Will – Which choices will you make?

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