



# Certificate of Work Readiness

Unit Code: F789 10 Dealing with Work Situations

Evidence Reference Number 11

## Case Studies Worksheet

Name .....

Date .....

Assessor .....

Although many aspects of the workplace are completely under your control, there will be occasions when the only control you have is how you REACT to a specific situation.

Below are a number of work situations that you may come up against. Think about the negative drama potential these situations have and how best to avoid these negative consequences.



























