

Handout 13. Workplace education scenarios

Scenario 5

Management at a large hotel, whose service staff is unionized, contacts a local adult education provider about setting up English classes for workers. During their initial meeting with the provider, they explain, “We’ve noticed that housekeepers always have problems following instructions and reporting damages. There are too many accidents. And when we want to deal with personnel and payroll problems, we have to get someone to interpret.”

Union representatives find out about the meeting and demand to be included in the next one. During the next meeting, the provider reviews the previous meeting’s discussion. “There are too many accidents because you’re short staffed and people are racing to finish their room assignments,” says one union rep. “You know that’s the real problem and we’ve grieved it before. As for personnel problems, the house-keeping supervisor on first shift is the problem, not our members.”

Discuss these questions with your group:

- *What issues surface in this scenario?*
- *What is your experience with situations like this? How have you handled them?*
- *Why might this situation have happened? What might have caused it?*
- *How could the education provider respond to this situation?*
What are some possible ways to handle this situation?
- *What roles might the education provider play here? What is the union’s role?*
Management’s role?
- *How could you prevent something like this from happening?*

Prepare to share your ideas with the whole group.