

Work based problems to select for Assessment -Task 2:

- Discrimination
- Workplace bullying or harassment.
- favouritism
- High employee turnover
- Lack of motivation
- Work related stress (or depression).
- Conflict between staff members
- Poor Performance
- Lack of communication
- Difficulties in dealing with changes.
- Customer dissatisfaction
- Poor customer service
- Work related injuries.
- Sickness absence

Supermarkets

- Long waiting time in checkouts
- Customer dissatisfaction
- managing stock difficulty.

GP practice/ Hospital

- No shows
- Appointment unavailability
- Long patient waiting time.

Care home UK

- High staff turnover / staff retention
- Work related stress.
- Staff shortages

Education

- Lateness / Absenteeism
- Incompletion (Withdrawals / Expulsion/ Dropouts)
- Poor student performance
- Reduction in enrolment numbers

Restaurant

- Delivery time
- Customer dissatisfaction
- Food safety and hygiene

Hotel

- Poor online reputation
- Bad reviews
- Cost of living
- Housekeeping
- Seasonality of the hospitality industry

Further reading:

<https://www.zoomshift.com/blog/workplace-challenges-and-solutions/>

<https://simplicable.com/en/workplace-issues>

<https://www.hse.gov.uk/statistics/causdis/stress.pdf>

<https://www.opengrowth.com/resources/shockingly-common-workplace-challenges>

<https://www.hashmicro.com/blog/4-major-supermarket-management-issues-you-should-be-aware/>

<https://adultcarevoice.co.uk/common-problems-care-workers-face/>