

Problem 1 – Who Gets the Budget?

Your department has been given an additional **£10,000 budget**, but two teams both say they urgently need it.

- The **Customer Service team** wants the money to replace outdated equipment that staff say is slowing down their work.
- The **Marketing team** wants the money for a campaign to attract new customers. They argue that the campaign could increase income for the organisation.
- At the department meeting, the discussion becomes tense. A Customer Service employee says:
“**Keeping existing customers happy is obviously more important than advertising.**”
- A Marketing colleague responds: “**Without new customers, there won't be money for new equipment anyway.**”

Problem 2 – The Inaccessible Work Event?

Your organisation is holding an important staff development event. A venue has been booked for 60 employees and invitations have already been sent.

- A colleague tells the organiser that they are concerned the venue is not be fully accessible for one employee who uses a wheelchair.
- The organiser replies: “**The website says the venue is mostly accessible, so it should be fine.**”
- Another colleague suggests moving the whole event immediately.
- Changing venue at short notice could cost the organisation money and may mean changing the date.

Problem 3 – The Social Media Post?

An anonymous post appears on social media claiming that harassment is taking place within your organisation.

The person posting says they are an employee but does not identify themselves. They claim that inappropriate comments and behaviour have been happening for several months and that some employees are afraid to speak to their manager.

- The post begins to be shared by other people. Some comments criticise the organisation.
- A colleague says, *“Anyone can write something anonymously online. We should ignore it unless they make an official complaint.”*
- Another responds, *“If an employee is saying this publicly, something serious must be happening. Management needs to act against the people involved immediately.”*