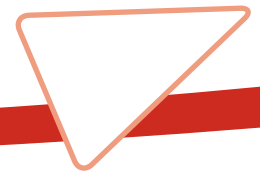


8. Craig's story

You are going to watch Craig's story.

What do you think about Craig's reaction when he's asked about his lateness?





Activity 8: Managing behaviour – role-plays



You are going to take part in a role-play with a partner. Make a note of the techniques you would use in these situations. Then practise these techniques in the role-play.

You have arrived at work late again. Your boss is angry and takes you to one side for a chat.

What will you do?

There is a first aid course next week. Your boss said you could take this training but your name isn't on the list.

What will you do?