



LESSON PLAN

Lesson Title	Managing Resolutions to Problems at Work
Subject	Performing Arts
Session Length	1.5 hour session

Rationale	Aim(s):	To learn how to resolve problems at work
	Objective(s):	To explore resolutions to identified problems at work and practice these skills

Materials & Resources

Facilitator	Learners
Interactive whiteboard Video camera/iPad/tablet	Story board template Writing materials (pen, pencil)

Lesson Activities

Time allocation	Lesson content & associated skill development	Learner activities
10 mins	Introduction/warm up: Traffic Lights - focus mind, concentration Facilitator to call out: <ul style="list-style-type: none"> • Red = Freeze • Amber = Sit on the floor • Green = Begin walking 	Learners walk around the space and respond
10 mins	Careers role play - confidence, following instructions	Mime different job roles for the rest of the group to guess and then swap in
10 mins	Watch videos of own performances back from previous session to recap - confidence, reflection, constructive feedback	Watch and reflect
25 mins	Extension to problems at work piece, return to small groups to replan, recreate, rehearse a resolution to work problem - working as a team, sequencing, character development, repetition, co-operation communication	Develop resolution and add to original performance piece in small groups, storyboard, assign roles and rehearse
15 mins	Perform to the group - confidence, working as a team, following instructions, memory	Perform to the rest of the group in turn (performances to be recorded)
5 mins	Reflection: To encourage learners to give constructive feedback and further thoughts to problems addressed - positive communication	To give feedback on performance and outcomes/resolutions
10 mins	Stop freeze, What Now! - facilitator to present a work problem and select group members to improvise, other group members can stop and freeze performance and redirect acting by presenting suggestions and solutions - focus, following instructions	To improvise given work problems and respond and react to direction from other group members towards resolutions to problems at work
5 mins	Evaluation: What have you learnt? What problems do you now think you could resolve? - communication, turn taking, recalling information	Group discussion

Assessment & Evaluation

(Did the learners meet aims and objectives?)

Extensions

(How might this lesson link to previous and/or future lessons within the same curriculum area?)

Write instructions below each storyboard stage
Extend performance with resolution
Develop narration to go alongside the performance
Video performances and create 'how to' guides for managing problems at work

Reflections

(if necessary, continue on separate sheet):

(Complete the reflections section as soon as possible after the lesson. What revisions would you make?
What went well?)

IMAGINE
the possibilities





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Problems at Work (examples)

Other employees/colleagues	General public/customers
Late for work	Someone is cross
Someone ate my lunch	Someone is lost
No one is talking to me	I don't understand what they are asking of me
I don't understand the joke	I think I told them the wrong thing
I've not be invited out for drinks with the rest of the team	They were rude to me
I don't understand what I am supposed to do	I was given a box of chocolates from a customer
I don't know when to have lunch	They asked for a discount
When is my break?	They messed up my area of work
I don't feel well	Someone stole something
When do I clean my uniform when I have to wear it everyday?	They are not following the rules
No-one told me what to do today	I don't know how to help them



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	Objective(s):	To identify several problems that may occur in the workplace and how to solve them effectively.

Materials & Resources

Facilitator	Learners
Examples of difficult situations in the workplace: Funny customer service videos - Bing video Poor Customer Service Fawlty Towers BBC Comedy Greats - Bing video Emotions cards Interactive whiteboard Video camera/iPad/tablet	Story board template Writing materials (pen, pencil)

Lesson Activities

Time allocation	Lesson content & associated skill development	Learner activities
10 mins	Introduction/warm up: Twist and Tangle activity – problem solving, communication, group work	In turn join hands in various different ways (i.e. crossing hands over) and connect with other learners in the group, when all learners are then connected, use communication and cooperation to problem solve, untangling and becoming a circle of support.
10 mins	Emotion workshop (warm up exercise) - social emotional awareness, personal skills, communication, group work	Using emotions cards, roleplay (in pairs) short pieces showing these emotions, using these phrases, swapping roles each time: 'Is everything okay?' 'No, I'm having a difficult day'
10 mins	Watch video clips to set the scene of problems that may occur at work - listening skills, visual representation, transferring skills, communication	Participate in discussion follow watching clip and identify key points: Emotions and reactions Key problems Resolutions Positive and negative responses
5 mins	Discussion on problems that may arise at work and create a word storm - communication, turn taking	Provide examples of problems that may arise at work, separating into two headings: 1: other employees/colleagues 2: with general public/customers
25 mins	Work in small groups to plan, recreate, rehearse a problem at work - working as a team, sequencing, character development, repetition, co-operation communication	Select a 'problem' at work and in small groups, storyboard, assign roles and rehearse

15 mins	Perform to the group - confidence, working as a team, following instructions, memory (video performances)	Perform to the rest of the group in turn
10 mins	Reflection: Resolutions - provide valuable feedback, communication, discussion skills	Provide feedback to resolutions to each problem performed and/or give feedback on resolution provided by each group (i.e. was it a good choice, was it managed well)
5 mins	Evaluation: What have you learnt? What problems do you now think you could resolve? - communication, turn taking, recalling information	Group discussion

Assessment & Evaluation

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Emotions (example)



HAPPY



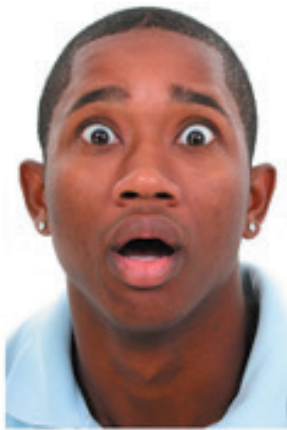
UPSET



ANGRY



SAD



SCARED



TIRED



SURPRISED