



Subject: Business Practice Level 2

Topic: Module 15 (Planning for Unforeseen Events)

Lecture: Mr. Popane

Learning Outcomes:

- ❖ Know how to react to unforeseen circumstance in the workplace
- ❖ Know how to plan for them in advance.

How To Deal
With
Unexpected
Events In Life?

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Module 15: Unforeseen events in the workplace

Acting on unforeseen circumstances

Unforeseen circumstances in the workplace are a common occurrence and you will need to know how to plan for them. (example of unforeseen events is the bus you take to work or school suddenly breaks down on your way to work or school). You will need a plan of action.

- ❖ Example in the workplace of unforeseen event is the deliveries of your supplies are late.
- ❖ Example Load shedding at work where there is no Electricity.
- ❖ Examples at work there is a flooding because there is a pipe burst.
- ❖ Example Computer system are offline or the internet is down.

Your response to these unforeseen events need to be swift and successful. You should always act in professional manner when dealing with this events.

Unforeseen events in the workplace

When dealing with these unforeseen events you need to assess all the alternatives and then make a decision. (you need to think about the best solutions to the problem and choose that solution.)

More Examples of Unforeseen Events at workplace:

- ❖ **Strikes** - companies could form a "mutual aid" pack, offering to help one another during the time of strike .
- ❖ **Natural disasters**- you would have insurance covering you for this. (example of Natural disasters hail storm, Hurricane and Floods.)
- ❖ **Absenteeism or injuries** - you could have multi-skilled staff who could cover for each other, or hire temporary staff.
- ❖ **Delivery delays** - you could collect the resource yourself or use an alternative suppliers

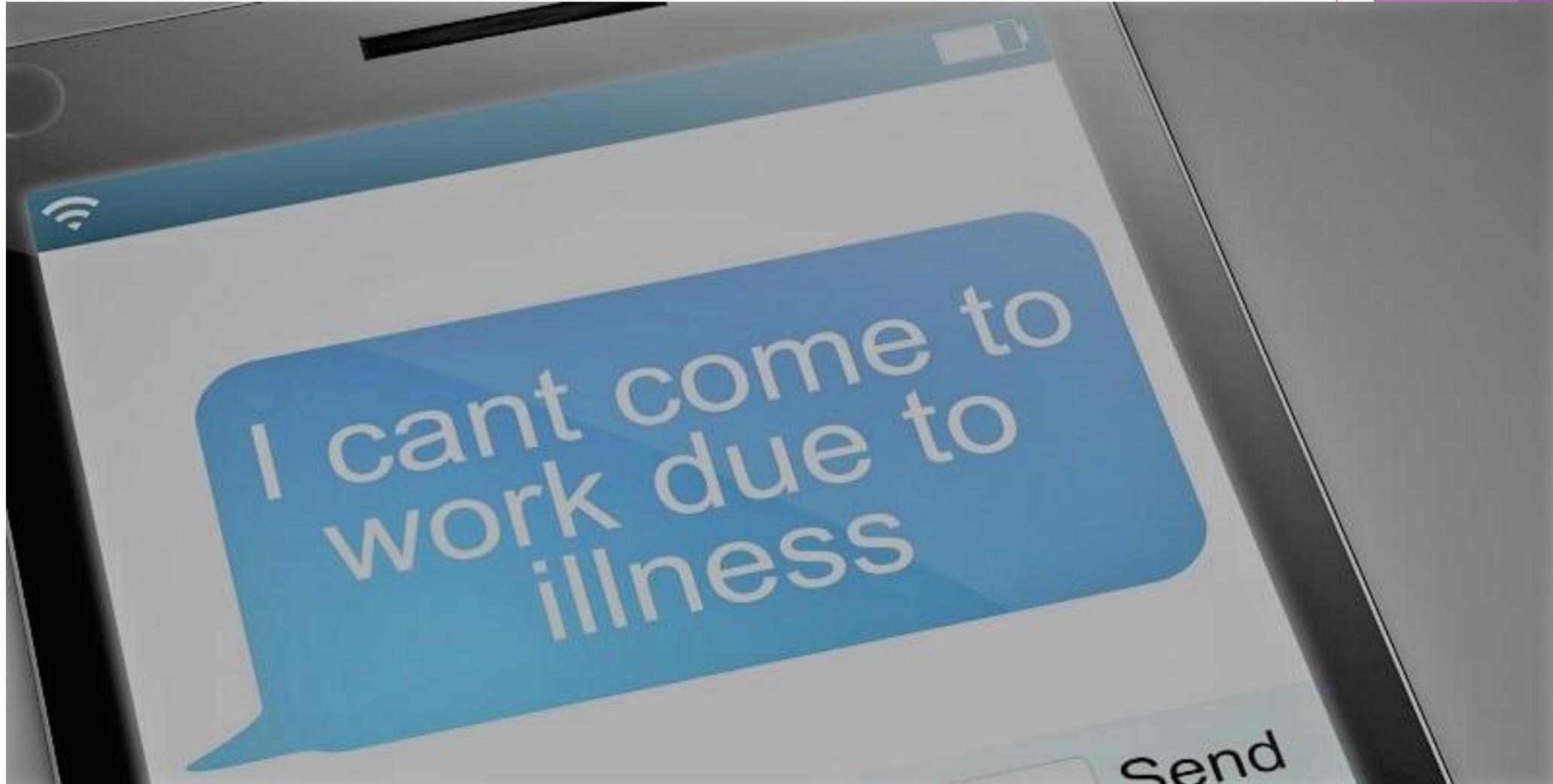
Unforeseen Events Strikes



Unforeseen events Natural Disasters



Unforeseen Events Absenteeism



Unforeseen Events Delivery Delays

- ▶ Delivery Truck that has broken down



Identifying change in company policy, interruption in the workplace and lack resource

Examples of changes of policy in the workplace.

- ❖ Companies may change the dress code (the company may want employees to wear uniforms)
- ❖ Companies may change code of conduct (examples new policies on dealing with Social media)
- ❖ Companies may make changes on Safety and security policy (Example what's happen right now with Coronavirus: where people must wash their hands, wear masks and social distancing)

Interruptions

- ❖ If there electricity went out due to load shedding (You as an employee would use a generator while the power is down (electricity is down) .)

End of module 15 Try and do the **Summative Assessment** on page199 (in the textbook) for Wednesday.

