



Adapting at work

Adaptability skills can help us find creative ways to solve work problems.

Imagine you are driving to work and the road you usually take is closed for construction.

You pull over and think about what to do. How could you solve this problem?

- If you have a phone, you can call your work to let them know that you will be late
- You can use a map to find another way to drive

Activity Imagine that you're in the work situations below. How would you adapt to solve each problem?



Situation	Solution
The internet isn't working at the coffee shop where you work. Without the internet, you can't take debit or credit card orders.	
A customer isn't at home when you come to fix their sink. You call them, but they don't answer their phone, either.	
A customer comes to your store to buy something. But they don't speak any English, and you don't speak their language.	
You need to finish a report by the end of the day, but your computer suddenly stops working.	