



WORKPLACE ENGLISH – PROBLEMS & SOLUTIONS

B1 Lower Intermediate • Student Worksheet

1. What Would You Do?

Choose an answer and explain your choice to a partner.

You have too much work and the deadline is tomorrow.

A. Say nothing. B. Tell your manager and explain the situation. C. Ignore the deadline.

You make a mistake in a report.

A. Hide it. B. Blame a colleague. C. Tell the right person and suggest a solution.

A colleague does not understand your instructions.

A. Repeat exactly the same words. B. Explain it in a different way. C. Get angry.

2. Explain the Problem Clearly

Use three parts: the problem + important details + what you need.

Example: "I'm having a problem with the new system. It keeps closing when I try to upload a file. Could someone from IT take a look at it?"

A. You cannot finish a report because you are waiting for information.

B. You cannot attend a meeting because you have another important appointment.

C. A customer is unhappy and you need your manager's help.

3. Problem-Solving Pair Challenge

Student A explains a problem.

Student B asks one question and suggests a solution. Then swap.

- A project is behind schedule.
- A customer has received wrong information.
- A computer is not working.
- You need more information.

4. Offer a Solution

Match each problem with a useful solution. Then practise both sentences.

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| 1. We may miss the deadline. | A. I can contact the customer and explain. |
| 2. The customer is still waiting. | B. I can ask IT to check the file. |
| 3. I can't open the file. | C. I can ask the team for the missing information. |
| 4. We don't have enough information. | D. We could ask for an extension. |

REAL ENGLISH BOX

Solving Problems

Instead of: We have a problem.

Try: Let's see what we can do.

Instead of: This isn't working.

Try: Maybe we could try another way.

Instead of: I'm not sure what to do.

Try: Why don't we ask ___?

Instead of: We don't have enough time.

Try: Could we move the deadline?

5. One-Minute Challenge

Choose one workplace problem.

Speak for one minute.

Explain it, give details, and suggest a solution.