Describing your job

Start by listing the key business of your division, e.g.:

|  |
| --- |
| **Division:** Medical |
| **Key business*** sell components for diagnostic equipment to hospitals
* maintenance of equipment which has been sold to hospitals
* support hospitals in setting up newly purchased equipment
 |

Write all of the products, offers or tasks that you can think of:

|  |
| --- |
| **Division:** |
| **Key business:** |

Now list the main responsibilities of your department, e.g.:

|  |
| --- |
| **Department:** Medical – Sales department |
| **Main responsibilities:*** visit hospitals to assess their equipment needs
* create offers for hospital based on their needs
* negotiate pricing and terms of payment with hospitals
* recommend maintenance service for hospitals
 |

Write down all the responsibilities and tasks which your department is responsible for:

|  |
| --- |
| **Department:**  |
| **Main responsibilities:** |

Now list the jobs which you are responsible for within your department, e.g.:

|  |
| --- |
| **Who:** Stefanie (department secretary) |
| **Main responsibilities:*** answer phone – take messages where necessary
* order office supplies
* book meeting rooms
 |

Write all of the tasks which you regularly have to do:

|  |
| --- |
| **Who:**  |
| **Main responsibilities:** |

**Read the following example of an introduction. Underline phrases which you think are useful for describing your company or tasks and responsibilities.**

My name is Tim Amini. I work for Enigma, a company which creates titanium office furniture. Enigma is a pretty new company which was founded in 2002. Enigma is based in Sussex in England. The company has 27 full-time employees and is privately owned by the founder of the business.

I work in the manufacturing department. There are nine people in the manufacturing department. As the name suggests, the department is responsible for manufacturing the products that we sell. The department is responsible for several more tasks such as creating new furniture designs, applying for patents and repairing damaged products which have been returned under warranty.

My job is to look after the warranty claims. When customers have a problem, I contact them to find out what is wrong. If the product is broken, they send it to me and then I repair the damaged goods. If the goods are too badly damaged, I send a request to the sales department to order a new product for the customer.

**Write the useful phrases here**

|  |
| --- |
|  |

**Using the information which you wrote on the previous pages, create an introduction of yourself and your business like the one from Tim Amini.**

**Decisions, decisions!**

* Are you a decisive person in general?
* Are making decisions important in your job?
* What decisions do you normally have to make?
* What is the most difficult decision you have ever made?
* Are you the only one who makes decisions in your team?
* Do you think this is the best way? Why/why not?
* How do you usually make decisions?
* Is there a process that you follow? If there is, outline the process and give a brief summary of what happens at each stage.
* Do you know of any decision-making techniques? If so, can you give an example of how they work?

Six Hats Theory

**(adapted from www.mindtools.com)**

There are six differently colored hats. Each hat represents a different way of thinking. Each hat can be used in a meeting to channel thinking in a certain direction. Look at the following explanations below and summarize the content of each in your own words:

* The viewpoint of each and the advantages of using each hat.
* Can you think of any weaknesses associated with each hat?

**White Hat**
With this thinking hat, you focus on the data available. Look at the information you have,