



Child Care Scenarios

Student Workbook



Name:

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Problem-solving

Scenario

Scenario: You are a new teacher in a 3-year-old classroom and have been training in this new classroom for two weeks. Today is your first full day as the lead teacher and you are excited. You greet each child by name, say hi to the parents, and document each arrival time. At breakfast time, the cook delivers French toast and apples to your classroom. As the children eat, another child arrives, but you weren't expecting her until after breakfast. You hurry to get a plate ready and offer it to her as she sits down. The mother is still in the room and says, "She can't have that! It has eggs in it!" You grab the plate and, before thinking about it, you ask, "Is she allergic to eggs or something?" The parent is visibly upset and rudely snaps, "Yes! Everyone here knows that!" Before you can respond, the cook enters with different food, the mother storms out the door, and the other children start asking to be excused. As you glance at the refrigerator, you see the card that notifies you of all allergies in the classroom. You know that you forgot to check it, but didn't realize French toast contains eggs since you've never made it. You feel frustrated, embarrassed, and upset about the whole situation.

Points of view to consider:

You, the teacher

The parent

The child

The cook and/or center director

Answer the following key questions:

1. There are many factors at play here. How do you decide which is the most important thing to focus on?
2. Who else needs to be involved in the problem-solving process for this situation?

Scenario

5. What can be done to prevent this scenario from happening again?

Problem-solving

Organizer

Use the 7 steps to problem-solving to solve the problem in the scenario.

1. Problem	4. Evaluate the options <u>Pros</u> <u>Cons</u>
2. Other points of view	
3. Options	
	5. Solution
	6. Documentation and steps to implementation
7. Evaluation and monitoring	

Teamwork

Scenario

Scenario: You are the lead teacher in a 2-year-old classroom at a child care center. Your center director has told you that you will be getting a new co-teacher named Amelia. She is experienced and educated, so you are excited to have her in your classroom. The expectation for any new employee is for them to have a week of training in a new classroom. It is the responsibility of the lead teacher to train the new employee in the routines and responsibilities expected in the classroom. As the week goes on, you have tried to teach Amelia how to do everything that you do; the way you run your classroom works well, so you would like to have things continue this way. Amelia seems to have other ideas. She keeps talking about how she did things in her other classroom and repeatedly asks if she can try different things. The children in your care are getting confused and are misbehaving. You're feeling frustrated and irritated; this new teaching team is never going to work if Amelia can't do things the way she is taught! You decide to let her do things her way and see how badly she fails.

Points of view to consider:

You, the lead teacher

Amelia, the new employee

The center director

The children in your care

Definition of Teamwork: when two or more people work together cohesively towards a common goal, creating a positive working atmosphere, and supporting each other to combine individual strengths to enhance team performance.

Answer the following key questions:

1. What can you, the lead teacher, do to help Amelia understand that children need consistency?
2. How can Amelia demonstrate to her new employer and new co-teacher that she is a capable teacher if she is expected to only do things the way she is shown?

Scenario

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Teamwork

Characteristics of Effective Teams

Think about the characteristics that teams should have in order to be effective. In our scenario, all of the employees in the center are a team. Here are eight characteristics of effective teams to consider. For each of the eight, identify what the team members should do to demonstrate this characteristic.

1. The team must have a clear goal.
2. The team must have competent, knowledgeable team members.
3. The team must be collaborative, with all members being honest, open, and respectful of other members.
4. The team must have a unified focus and commitment.

Teamwork

Characteristics of Effective Teams

5. The team should have a results-driven structure.
6. The team must have high expectations that are understood by everyone.
7. The team should receive support and encouragement from external sources.
8. The team must have an effective leader who works for the good of the team.

Communication

Scenario

Scenario: As a child care provider, it is necessary for you to communicate with parents about their child. You're comfortable talking to most parents, but you are also expected to write notes or send messages to them through the digital communication program your child care center uses. Spelling and grammar really aren't your strengths, but you do what you are expected to do. You have talked with your boss about spell-check being added to the software used, but she says that the creators don't feel that it is necessary. Today, you had to send a note about an accident that a child had on the playground. Later, you noticed that the parent stopped by the office before picking up their child and now you overhear the parent laughing with a coworker about your spelling errors. You wrote "scrapped" instead of "scraped," "knew" instead of "knee," AND you did it more than once! You feel embarrassed and angry.

Points of view to consider:

You, the child care employee

The parent

The center director

The coworker

Answer the following key questions:

1. The different types of communication are: verbal, nonverbal, and written. How are they each involved in this scenario?
2. Knowing that the software does not include spell-check, and understanding that spelling and grammar are not your strengths, what could you do to better present yourself through written communication?

Communication

Scenario

3. How does the parent feel about you, the child care employee?

4. Should spelling and grammar be considered a reflection of ability to care for a young child?

5. Did the coworker make the situation better or worse? How?

6. Is there a way that this person could have supported you and communicated differently with the parent?

7. How do you think the center director handled the situation? How should it be dealt with?

Communication

Nonverbal Communication Activity

The scenario primarily focused on the impact of written communication in the workplace. Consider how you can use nonverbal communication with coworkers and parents to convey how you are feeling. What messages could you be sending with your body language?

Write a brief statement of how each of the following could be used in this scenario to communicate with the coworker or parent. (Example: Clenched fists may show anger or minimal eye contact may signal lack of confidence.)

Eye contact:

Facial expression:

Posture:

Handshake:

Personal space:

Vocal tone:



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