

Exercise 3: Improving Tasks Worksheet

The following tasks have been improved. Look at the **Before** and **After** versions of the same task. Identify the problem and solution for each one. Two of the tasks have been completed as examples.

1.

Before: Can an employee's spouse request to review an employee's personal records on file with the HR department? (*The human resources specialist must have a signature on file to release information.*)

After: What does the human resources specialist need to have on file before releasing an employee's personal or home information?

Answer:

Problem: This task asks for a yes/no answer.

Solution: Reword the task.

2.

Before: What does the cook do if 48 servings are needed?

After: How will the cook change the recipe to make 48 servings?

Problem: There are too many possible answers because of the way the task is worded. "Do" is too broad.

Solution: Make the task more specific.

3.

Before: This is an employee's cheque. Use the following information to complete the Authorization for Electronic Deposit of Payroll funds form. You know from looking at other bank cheques that the five-digit code 00009 is the transit number and the last series of 7 numbers is the bank account number.

After: The human resources specialist asks the new employee for a sample cheque. Use the information from the cheque to complete the Authorization for Electronic Deposit.

Problem:

Solution: