## Understanding your work situation

This table can help you to think about the different aspects of your job, and where you might need reasonable adjustments.

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| **What is the purpose of my job – the overall aim?** |
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| **What are the essential tasks I do in my job?** |
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| **For each of these essential tasks, think about the different aspects of it – the different demands it places on you.**  These might be:   * mobility (walking, standing, running) * physical * dexterity * coordination * cognition (thinking and understanding) * visual   The example on the next page might help you to think about the different demands the essential tasks of your job place on you. |

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| **Essential task – answer the phone every time it rings** | | |
| **Demand** | **What?** | **Detail** |
| Strength | Lifting | Telephone receiver from the desk to my ear |
| Mobility | Sitting | Constant sitting |
| Agility | Twisting/spinal rotation | Twisting round to reach phone and notepad |
| Dexterity | Fine finger | Punching in phone numbers on the number pad |
| Grasp – firm | Holding phone receiver |
| Writing | Message for colleagues |
| Vision/ hearing | Difficulties seeing objects further than 50 cm (20 inches) away | Frequently looking at the phone |
| Hearing | Constantly listening to callers |
| Cognition | Memory | Remembering messages given by callers |
| Concentration | Paying full attention to a caller |
| Productivity | Quantity | Answering every call – about 100 per day |
| Quality | Accurate message taken |
| Attendance | Breaks at given times only |
| Interacting with other people | Response to supervision | Have to take direction daily from the supervisor |
| Response to change | Changes in staff regularly, which means being aware of changes so accurate information can be given to callers |
| Attitude to work | A positive attitude must be sensed by each caller |

This might look overly detailed, but this process teases out the really important elements of your job in relation to your abilities.

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| **Essential task:** | | |
| **Demand** | **What?** | **Detail** |
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| **Essential task:** | | |
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| **Essential task:** | | |
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| **Essential task:** | | |
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| **Essential task:** | | |
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| **Essential task:** | | |
| **Demand** | **What?** | **Detail** |
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