

CHAPTER IV

CONCLUSION

In this chapter I would like to discuss the summary of the previous chapters, the chosen solutions and the justification of my problem, which is difficulty in dealing with a difficult co-worker at Holiday Inn Bandung Pasteur. The causes of my problem are the co-workers did not respond well when I greeted her, the co-workers said negative things about me. The problem resulted in three effects, namely: I felt reluctant to greet her in the office, I avoided her when we met and I felt awkward talking with her. I have three potential solutions to overcome the problem. First, I will approach her towards a private discussion. Second, I will ask my supervisor for his guidance to resolve my problem. Third, I will minimize interaction with the particular co-worker in the office.

I have decided to use all of the potential solutions because they are the most effective ways to deal with my problem. First, I will approach my co-worker for a private discussion. When she is alone at her office or during her break time, I will ask for her time to have a discussion with me. Second, I will ask my supervisor for his guidance for resolving my problem. After I ask my supervisor, I will try to follow his guidance and suggestion. Lastly, I will minimize my interaction with her in the office if there is no work related to us. With these solutions, I will be able to overcome my difficulty in dealing with a difficult co-worker.

If I only use the first solution, the particular co-worker might understand what I actually feel about her and she might change her unfriendly behaviour. Thus, this could create a good working relationship between us. The negative thing that might happen if the solution is implemented is that the particular co-worker could feel more offended because of me and this could make our relationship worse than before. Meanwhile, if I only use the second solution, the particular co-worker will not know what I feel toward her and my supervisor will think that I am not able to handle my own problem. If I only apply the third solution, it will not be effective because the co-worker might be thinking that I am impolite to her.

To conclude, I have learnt that communication skill is really important for dealing with people in every place, especially with difficult people in the workplace. I hope this term paper will help the readers deal with the difficult co-worker at the workplace.