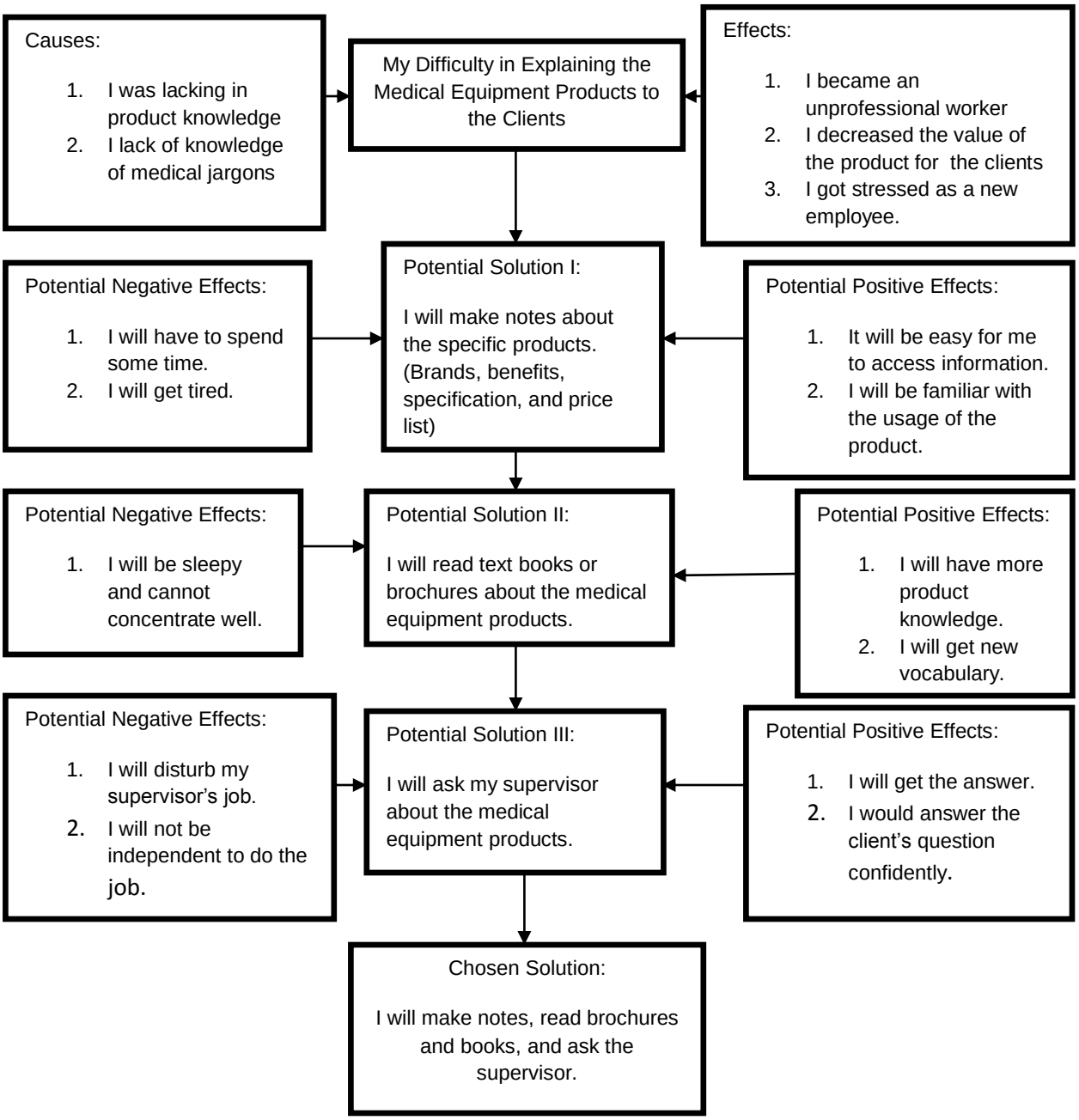
FLOWCHART


Causes:
1. I was lacking in product knowledge
2. I lack of knowledge of medical jargons
My Difficulty in Explaining the Medical Equipment Products to the Clients
Effects:
1. I became an unprofessional worker
2. I decreased the value of the product for the clients
3. I got stressed as a new employee.
Potential Negative Effects:
1. I will have to spend some time.
2. I will get tired.
Potential Solution I:
I will make notes about the specific products. (Brands, benefits, specification, and price list)
Potential Positive Effects:
1. It will be easy for me to access information.
2. I will be familiar with the usage of the product.
Potential Negative Effects:
1. I will be sleepy and cannot concentrate well.
Potential Solution II:
I will read text books or brochures about the medical equipment products.
Potential Positive Effects:
1. I will have more product knowledge.
2. I will get new vocabulary.
Potential Negative Effects:
1. I will disturb my supervisor's job.
2. I will not be independent to do the job.
Potential Solution III:
I will ask my supervisor about the medical equipment products.
Potential Positive Effects:
1. I will get the answer.
2. I would answer the client's question confidently.
Chosen Solution:
I will make notes, read brochures and books, and ask the supervisor.