

SCENARIO 1

At the HWC, Neelaben is an ASHA worker who has been working for a long time and is the most experienced ASHA in her facility.

Recently, a new CHO has joined the team. She has assigned some polio vaccination work, which is usually the ANM's responsibility, to her. The ANM feels that her role is being overlooked, Neelaben feels she is being given too many responsibilities. This overlap of roles and tasks is causing confusion and some resentment within the team.

Identify the differences	• Neelaben is feeling overwhelmed • ANM feels that her responsibility is being given to someone else • Tasks are assigned outside of traditional roles, creating confusion
What is the underlying issue?	• Confusion regarding roles and responsibility. • Role overlap
Root cause	Task differences • The issue is arising out of confusion about “who should do what”
Suggested strategy	Collaborating • Discussion where each person shares their concern. • Clarify who is responsible for what. • Develop a clear task division which is aligned with each member's role.

SCENARIO 2

There is a sudden increase in work at the HWC with NQAS work along with a malaria outbreak.

The **MPW** is not helping with the extra work (eg: not doing adequate fumigation in the village), leaving the rest of the team feeling stressed and **overburdened**. The team members are afraid to talk about the problem because **they don't want to upset anyone**, but this is causing quiet tension among them contributing to a silent differences.

Identify the differences	• MPW is not contributing adequately to extra workload • The team is feeling overburdened • The team is avoiding discussing the issue, leading to unspoken frustration.
What is the underlying issue?	• Workload imbalance • Avoiding differences • Lack of communication
Root cause	Task differences • The issue is arising out of confusion about “who should do what” Avoidance differences
Suggested strategy	Collaborating • Open dialogue • Assigning clear responsibilities for extra tasks using clear communication • Address avoidance by using empathy while addressing the issue. Compromising In case of rapidly increasing malaria cases (emergency), some portion of MPWs work can be distributed among other team members.