

# On the Job Scenarios

Name: \_\_\_\_\_ Date: \_\_\_\_\_

**Directions:** Divide the students into partners. Cut along the dotted lines and give one discussion slip to each conversational partner.

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**GOOD COMMUNICATION:**

You work as a host/hostess at a casino. There are many high rollers who gamble large sums of money. Much of your income depends on tips from clients who depend upon your concierge services. A group of your clients are gathered around a slot machine behaving boisterously, telling loud jokes, spilling drinks, and frequently bumping other players in the area. You see other guests whispering and glaring, and then one group complains directly to you about the disruption. How do you convince the rowdy group to settle down without offending them and ruining your tip?

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**GOOD COMMUNICATION:**

You decide to take an entry-level job in a shoe store after graduating from college. The work is not part of your career path, but you need to start paying the bills and your student loans. This doesn't fit into your vision of an ideal job, but you've proven to be a productive employee. Somehow, you find out that some of your co-workers, doing the same job as you, are making \$2 an hour more. What do you say to your manager in order to get a raise?

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**FLEXIBILITY:**

You recently started a new job working in a popular clothing store in the mall. In the discussion prior to your hiring, you indicated that you would need certain evenings free for graduate courses and that you would prefer not to work consecutive weekends. Despite that, every time the new work schedule is released your boss assigns random shifts and disregards your requests. How will you follow up?

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**FLEXIBILITY:**

You've just been hired at a new outside sales job, along with a co-worker Sarah. Although the position is not related to anything you currently envision for yourself in the future, you're excited because you know the job will A) provide you with an income B) enable you to start building your resume with true job experience. Your hours are 9am-5pm Monday-Friday, with a 30-minute paid lunch. However, you spend each day arriving at 7:45 and leaving at 5:15, and you typically do not take a full lunch. Sarah, on the other hand, struggles to get to work by 9 and is usually a few minutes late. One morning, Sarah calls and asks you to cover her responsibilities because her child is sick. A few days later, Sarah asks you to cover her calls for the afternoon because her roof is leaking, and she needs to find a repairman. What do you say to your colleague?

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**FLEXIBILITY:**

You are a manager at a local grocery store. Your full-time, salaried employee, Wanda, who is always on time for her shifts, requests to leave for an hour during the middle of your shift for an appointment. You look at the schedule and determine there is enough coverage for her to leave and grant her request. A part-time, undependable, hourly employee, Marcus, hears about this and is upset that Wanda is getting special privileges. Marcus is now in your office saying that it is unfair. He previously asked off for a half-day to sleep in after attending a late-night concert and you declined his request. How can you explain the flexibility you are giving Wanda to Marcus without upsetting him?

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**CONFLICT RESOLUTION:**

Susan and Louise work in payroll. Susan is a devout Christian who always votes Republican and has religious figurines in her cubicle. Louise is a professed atheist and liberal who feels that extremely religious people are less intelligent. Both women try to avoid discussing politics or religion, but they both know the other's feelings on current events and at times there is palpable tension. You're concerned that the quality of their work is being compromised. What is a good solution to this problem?

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**CONFLICT RESOLUTION:**

Someone is stealing your food from the refrigerator. Many people use the same refrigerator and it is located in a break room on the other side of the building from your work station. The office is isolated so bringing your lunch to work is the only option. The stealing becomes habitual. You decide to let it slide and go hungry, but resentment builds, and a confrontation ensues. How do you go about getting to the bottom of this without wildly accusing all of your co-workers?

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**ACCEPTING CRITICISM:**

You are getting married in two months and you have a lot to do to plan a big wedding. You are not too busy at work these days, so you have been spending time on the phone calling various vendors to make your wedding plans. Your co-worker in the next cubicle is tired of listening to these conversations as they are affecting his ability to concentrate on work. He voices his feelings to you. Respond to his criticism.

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**ACCEPTING CRITICISM:**

You are part of a team that is planning a project. You are enjoying the project and feel you work well with the team members. You have a lot of ideas and you feel your team members are receptive toward them. You have more experience than your team members. During team meetings, one member of your team is consistently negative toward your ideas. In one meeting, she responded to a suggestion from you by saying, "Well, that's a stupid idea". Respond to this criticism.

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**ACCEPTING CRITICISM:**

You prepared the monthly report for your manager as usual. Normally your work is accurate, timely and well received. You were a little late this month because your manager had given you several other responsibilities. The submitted report contained some factual and typographical errors and your manager had to spend time redoing the report. He ends up criticizing you for the tardiness and sloppy work. Respond to the criticism.

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