

What Would You Do?
EA Dimmitt 01/01

THE CALLER

Person A:

You are a new employee. You like your job but you know it's in danger. You're constantly getting calls from your boyfriend/girlfriend, whom you love. You have a hard time setting limits with him/her but gradually you realize you've got to speak up. Talk to your caller and your supervisor. Resolve the situation so that you keep your job and your relationship. Don't be a victim!

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THE CALLER

Person B:

You are the boyfriend or girlfriend of Person A (the employee). You are a little insecure and so you call Person A repeatedly on the phone. Talk about anything and everything. Be persistent. Ignore Person A's requests for you to stop. Be obnoxious!

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THE CALLER

Person C:

You are Person A's supervisor. Person A always seems to be on a personal call and it's getting out of hand. Remind Person A to get back to work. Threaten Person A with consequences (a talk, a note to file, a threat...). Don't be afraid to say what you feel!

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THE GOSSIP

Person C:

You love to dish it out and you know the dirt on everybody. While in the break room, begin discussing office gossip with Person B and Person D – from who's dating whom to who's vying for which promotion. Be as damaging as possible. Encourage the new employee, Person A, to participate. Ask him/her specific questions to draw him/her in. If Person A resists, act offended. Show the danger in resisting gossips!

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THE THIEF

Person A:

You are a new employee. Your coworker, Person B, has welcomed you and shown you the ropes. Today you discover that Person B likes to take office supplies home for personal use. You know that stealing is wrong and you want no part of it. But you also don't want to alienate Person B because you have to work with him/her every day. Handle the situation as gracefully as possible.

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THE THIEF

Person B:

You are Person A's coworker and you like to take office supplies home with you. "This is a big company; they'll never miss it," you think. "Besides, they don't pay me what they should anyway." You hide this behavior from your supervisor, but you encourage Person A to steal too. You feel irritated if s/he resists. It makes you question yourself—and what if s/he tells on you? Convince Person A that you're justified in your actions.

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THE GOSSIP

Person A:

You are a new employee. Some coworkers invite you to join them in the break room and you're happy to be included. When they start gossiping, though, you feel uncomfortable but intrigued. You know gossiping is wrong but you want to learn more about your company's "culture." On the other hand, if they're saying this about others, what will they say about you? Avoid gossiping without offending anyone. Walk the tightrope!

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THE GOSSIP

Person B:

You love to dish it out and you know the dirt on everybody. While in the break room, begin discussing office gossip with Person C and Person D – from who's dating whom to who's vying for which promotion. Be as damaging as possible. Encourage the new employee, Person A, to participate. Ask him/her specific questions to draw him/her in. If Person A resists, get snotty and a little bit attacking. Show the danger in resisting gossips!

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THE ANGRY CUSTOMER

Person A:

You are a Customer Service Rep for a retail store. A very irate customer, Person B, is yelling at you. You didn't make the product; you weren't even working the day it was purchased. Still, you're the one in trouble. And you don't even have the power to offer anything beyond the store's returns and exchange policy. Respond to the customer so charmingly, however, that s/he is satisfied and happy when s/he leaves.

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THE ANGRY CUSTOMER

Person B:

You are a retail customer who is very upset, talking with Person A, the store's Customer Service Rep. The product you purchased (e.g., a storage box) was of poor quality. You are frustrated and fed up. Demand compensation for your mental anguish and the inconvenience of returning the product. Be unreasonable, threatening, loud and obnoxious. You want Person A to grovel before you'll feel appeased!

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THE SLACKER

Person A:

You are a new employee. You have a strong work ethic so you immediately concentrate, work hard, and get things done. You notice your coworkers, Person B and Person C, don't seem to accomplish nearly as much. They begin to pressure you to slow down and work at their pace. You would be bored and frustrated working so slowly, and you think it's wrong to cheat the company out of your efforts. On the other hand, you don't want to alienate Person B and Person C—they could make life difficult for you at work if you did. Handle them with diplomacy and tact and maintain your integrity!

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THE SLACKER

Person B:

You are the co-worker of the new employee, Person A. You and Person C have been at this job for a long time and have it down to an art: you know how much work to do to just get by. You feel irritated because Person A is much more productive than you, making you look bad. If it keeps up, your boss will increase your work load and expect you to match Person A's pace. Tell Person A to slow down or risk being ostracized. Be subtle but clear!

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THE SUPERVISOR

Person A:

You are the new employee and your supervisor, Person B, is a first-time supervisor. You feel like a guinea pig. Person B just expects you to know what to do, how to do it, etc., without explanation. When you ask for clarifications, Person B just puts you off. Calmly train Person B to supervise you more effectively. Get the information you need to complete your assignments!

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THE SUPERVISOR

Person B:

You are Person A's supervisor. You have never supervised anyone before. You have no training, no communication skills, and poor people skills. You expect Person A to know what to do, how to do it, when to do it, etc., and you don't want to have to explain. Ask Person A to do some random, vague job. If s/he asks questions, tell her/him you're too busy to talk right now. Then ask for the finished product in an unreasonably short period of time. Repeat. You are oblivious to Person A's confusion!

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THE GOSSIP

Person D:

You love to dish it out and you know the dirt on everybody. While in the break room, begin discussing office gossip with Person B and Person C – from who's dating whom to who's vying for which promotion. Be as damaging as possible. Encourage the new employee, Person A, to participate. Ask him/her specific questions to draw him/her in. If Person A resists, react: get offended, get snotty, get cold, etc. Show the danger in resisting gossips!

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THE SLACKER

Person C:

You are the co-worker of the new employee, Person A. You and Person B have been at this job for a long time and have it down to an art: you know how much work to do to just get by. You feel irritated because Person A is much more productive than you, making you look bad. If it keeps up, your boss will increase your work load and expect you to match Person A's pace. Tell Person A to slow down or risk being ostracized. Be subtle but clear!