

(25 points)

Name _____

WORK CONVERSATIONS - #1

Diane has been working at her new job for over a month now. She really likes it but has not made many friends quite yet. Diane has ran into Erin a few times at work and she seems friendly. One thing that makes Diane uncomfortable about Erin is that Erin always talks bad about other employees she works with. Fill out the conversation below with how Diane should interact with Erin the next time they chat.

Erin: "Hey Diane, did you just hear the latest gossip about Jennifer?"

Diane:

_____ Erin: "Well, listen up anyway. I overheard that Jennifer is secretly dating the store manager, Jim. No wonder she got that promotion..."

Diane:

WHAT'S THE PROBLEM?

WHY IS ERIN UPSET NOW?



WHY IS ASKING ERIN TO STOP A GOOD IDEA?

HOW DO YOU THINK DIANE FEELS?

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#2

Name _____

Erin: "What, are you the rumor control police now? Calm down, it's just a rumor. You're new here and I'm just trying to be your friend."

Jordan started working at a fast food place as a cashier. He is the only cashier working today and is trying to help a customer who is taking a long time placing his order. The customers behind him are growing very frustrated and the line keeps getting longer and longer. The customer taking long doesn't seem to mind but it is making Jordan feel very anxious because the other customers keep staring at him to do something. Fill out the conversation below with what Jordan should do next.

Coworker: "Jordan, this line is extremely backed up. What's going on?"

Jordan: _____

Coworker: "Well, tell me what I can do to help?"

Jordan: _____

WHAT'S THE PROBLEM?

WHY IS THE LINE SO LONG?



WHAT DOES ASSERTIVE MEAN?

WHAT SHOULD JORDAN HAVE DONE?

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#3

Name _____

Coworker: "Next time, I need you to be more assertive and communicate you need assistance. Otherwise, we don't know in the back kitchen."

Jordan: _____

Avery works at a sandwich shop five days a week. Avery recently got trained on food safety so she can serve food to customers. In her trainings, she learned that employees should always change into new gloves for each sandwich they make. This is to help with possible food allergies and other cross contamination. When Avery starts working, she notices that none of the employees change their gloves in between making sandwiches. She tries to ask one of her coworkers a question. Fill out the conversation below with how Avery should interact with her coworker.

Avery: "Hey, I have a quick question for you. I'm new here so I'm probably just confused."

Coworker: "Sure thing, ask away! What's your question?"

Avery: _____

__ Coworker: "Uh, yeah, about that...I know we are supposed to change gloves but it's such a pain. It also takes forever and customers don't really care. They just want their sandwiches. They just care they're made quickly so they can go out the door."

Avery: _____

WHAT'S THE PROBLEM?

WHY IS IT IMPORTANT TO CHANGE GLOVES?



WHY DO THE EMPLOYEES NOT CHANGE THEIR GLOVES?

WHAT SHOULD AVERY DO NOW?

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#4

Name _____

Coworker: "I think you're way over analyzing this. Don't be so nervous about it!"

Ethan works at a warehouse stocking inventory. Ethan's been working here for a while and really feels comfortable with his job. Recently, Ethan got a new iPhone and wireless headsets. He loves listening to his favorite music while at work. One day, Ethan's boss repeatedly tried to get his attention but Ethan could not hear him because his music was on. His boss finally tapped his shoulder and demanded he take his headphones out. Fill out the conversation below with how Ethan should interact with his boss.

Boss: "ETHAN! Are you really serious right now? Do you know how long I have been standing here trying to get your attention?"

Ethan: _____

Boss: "This is completely unacceptable to me. Do you know how dangerous this is? Everyone needs to be alert at all times here."

Ethan: _____

___ Boss: "If this happens again, you will be terminated immediately

WHAT'S THE PROBLEM?

WHAT DOES IT MEAN TO BE TERMINATED?

WHY CAN IT BE DANGEROUS TO LISTEN TO MUSIC?

HOW DO YOU THINK ETHAN IS FEELING?

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#5

Name _____

Ashley got her paystub for the month and noticed it looked to be a lot less than she expected. When she checked her phone calendar, she added up a total of 35 hours that she worked. On her paystub, it only shows a total of 32 hours. Ashley is new and doesn't want to make a big deal about it but could really use the extra money this month. She decides to go to her boss with a screenshot from her work calendar of the hours she worked. Fill out the conversation below with how Ashley should interact with her boss.

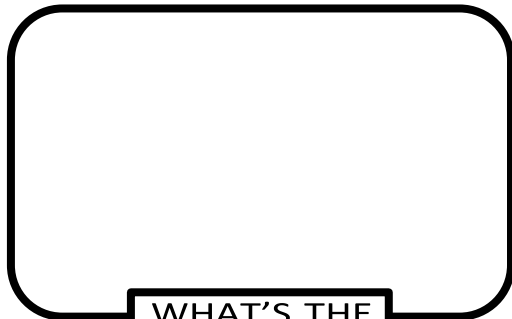
Boss: "Hi Ashley! Nice seeing you today. How can I help you?"

Ashley: _____

____ Boss: "I'm looking at the records right now and it shows 32 hours. Here, take a look. Does that look correct?"

Ashley: _____

Boss: "Woah, look at that. Thanks for sharing that screenshot of your schedule. Seems like payroll didn't include your hours for April 18th. I'll make sure to email them right now so they can get a new check printed for you."



WHAT'S THE PROBLEM?



WHY WAS ASHLEY CONFUSED?



HOW DID ASHLEY PREPARE FOR THIS MEETING?



WHAT IF ASHLEY DIDN'T HAVE HER SCREENSHOTS?

