

Introduction: what follows are a variety of situations, decide quickly if you will do anything about the situation, or what you would say to whom.

Your staff mentioned that Ed, who works as a customer service rep, during the evenings, has been talking to his girlfriend for “hours” each night. The evening shift doesn’t get many phone calls but Ed is paid to answer the phone “if someone calls.” You pull the phone records and see a high volume of inbound calls to Ed, but there aren’t any calls in queue during these long calls, so it does not appear that customers are being impacted. CHOICE: ___DO NOTHING OR ___ SAY SOMETHING TO ED. WHAT?

- You walked by the office of a manager who reports to you and overheard this manager screaming at one of his direct reports for erasing all his data and therefore is a “no good idiot who should be fired.” CHOICE: ___DO NOTHING OR ___SAY SOMETHING TO THE MANAGER. WHAT?

- You were recently promoted to manager. And one of your new employees comes to you and says: “ the previous boss, said three months ago “I can’t give you the \$10k increase you want, but do a good job and in 3 months I can approve an increase.” And trusting him I did not get this in writing. Three months have passed, will you deliver on this promise?” CHOICE: ___DO NOTHING OR ___SAY SOMETHING TO THE EMPLOYEE. WHAT?

- An employee tells you he wishes to go on disability leave. You notify HR. The employee then fails to show up to work for three days and does not respond to your phone calls or inquiries as to their health. On the 4th day the employee reappears. CHOICE: ___DO NOTHING OR ___SAY SOMETHING TO THE EMPLOYEE. WHAT?

- A staff member reports to you that he believes one of his co-workers is smoking pot before work, but he doesn’t want his colleague to know that the accusation has come from him. As the immediate supervisor of the employee, CHOICE: ___DO NOTHING OR ___SAY SOMETHING TO THE EMPLOYEE. WHICH EMPLOYEE – THE POT SMOKER, OR THE ONE REPORTING?

- An employee and his co-worker have started dating. They believe that other employees are not aware of their relationship, but you see them holding hands before work and during the break. CHOICE: ___DO NOTHING OR ___SAY SOMETHING TO THE EMPLOYEE. WHICH EMPLOYEE – THE MALE OR THE FEMALE OR BOTH, TOGETHER?

•Two of your employees, Linda and Don, have complained about another employee named Chris; specifically that he uses foul language during team meetings. They have told him to stop several times, he says he will, but this is still going on. Incidentally, Chris happens to be the most efficient member of your team. Upon investigation you find out that Linda used to date Chris but their relationship ended badly. Given this history..... CHOICE: ___DO NOTHING OR ___SAY SOMETHING TO THE EMPLOYEE. WHICH EMPLOYEE – CHRIS OR LINDA AND DON?

•One of your firm’s other managers has a serious body odor problem. You have to work a lot with him, team meetings, etc., and his odor prevents you from concentrating on your work. Being new to the company, you do not want to rock the boat BUT what do you do? CHOICE: ___DO NOTHING OR ___SAY SOMETHING TO THE EMPLOYEE? OR THE BOSS WHAT?

•You notice that one of your subordinates makes fanatic religious statement to many of his peers. He also keeps a bible on his desk! In his religion it is important to help others find “the truth.” He is a longtime employee but this behavior is troubling. CHOICE: ___DO NOTHING OR ___SAY SOMETHING TO THE EMPLOYEE. WHAT?

•A manager from another department acts unprofessionally towards your subordinate at meetings. This behavior is making it difficult for your employee to be productive. What do you do? CHOICE: ___DO NOTHING OR ___SAY SOMETHING TO THE EMPLOYEE. YOUR SUBORDINATE? OR THE BULLY?

•You have an outstanding employee, a stellar performer, and you want to reward him with a significant raise but HR sent out a memo saying all increases are capped at 3% this year. What do you do? CHOICE: ___DO NOTHING OR ___SAY SOMETHING TO THE EMPLOYEE. WHAT?

•Annie has worked for you for several years. Now she has moved up to another manager who treats Annie unfairly, giving her administrative and personal assistant type of duties. Annie is upset by this, and in confidence, speaks to you about this. As her former boss what would you do? CHOICE: ___DO NOTHING OR ___SAY SOMETHING TO ANNIE? HER NEW BOSS? YOUR BOSS? WHAT?

•Your long time peer and colleague Dan is having an inappropriate relationship with his direct subordinate. Someone may report it, but Dan has been a valuable member of the company who would be hard to replace if let go. What do you do? CHOICE: ___DO NOTHING OR ___SAY SOMETHING TO DAN. WHAT?

- Your department hired a new employee, Marcus who is on probation for three months. His colleagues, when asked to provide feedback, say only good things because they want to give him a chance. However at the end of three months, all the negative feedback comes out – but Marcus has never been given warning of this and thinks he has been doing a great job. As unit manager, what do you do? CHOICE: ___DO NOTHING OR ___SAY SOMETHING TO THE MARCUS? OTHER EMPLOYEES. WHAT?
- Your boss is lazy, incompetent, and shuttles all her work onto subordinates. She hires a new #2, and in discussions with the #2 you discover that she recognizes the problems, and, in fact, is eyeing the #1 job for herself. She ask your help in getting the department manager fired. What do you do? CHOICE: ___DO NOTHING OR ___HELP # 2? ___WARN #1? WHAT?

