

Name

Date

How Should You Act?

When you are working, you will be presented with situations in which you are asked to make decisions and act accordingly. Your decisions and actions will determine how successful you will be on the job. Sometimes your decisions and actions will involve only you, but other times they will involve your coworkers and supervisors.

Below and on the following pages are scenarios you may encounter while on the job. When you are on the job, you sometimes need to make decisions quickly. However, if you do not think about how to appropriately respond to a situation, you may say or do something you will later regret. This exercise will give you an opportunity to think about some possible situations you might encounter on the job. Each scenario can be read individually or in a large group. Then, you will be asked to reflect on the scenario and write down how you would react. After you have time to think about the scenario, the group will discuss and/or role-play the scenario. After the scenario is discussed, you will have an opportunity to change your mind about how to react. Sometimes you will react the same way, but other times the class discussion may influence your decision.

Your supervisor asked you to write a sales flyer advertising a sale and send it to 100 of the company's best customers. She gave you the job yesterday and said you needed to mail the sales flyers by 4:00 p.m. today. You knew that you could easily get the job done in two hours, so you started at 1:30 p.m. It is now 3:30 p.m., and you are almost finished. However, a coworker looked at the letter and noticed an error. What should you do?

Your Initial Reaction

Your Second Thoughts

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A coworker helped a customer on the phone by answering many important questions. This customer was very grateful and promised to do more business with your company. Your supervisor thought you gave the customer the assistance, praised your work, and said that a promotion may be in your future. You have been working toward this promotion for two years. What should you do?

Your Initial Reaction

Your Second Thoughts

Your supervisor asked you to work overtime this weekend. You have worked overtime for the past two weekends, and there are several other employees who have not worked any overtime. You really just want to go out with your friends this weekend. What should you do?

Your Initial Reaction

Your Second Thoughts

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You eat lunch every day with some of your coworkers. They often complain about the supervisor and several other coworkers. You are uncomfortable with the conversation and usually remain quiet, but a couple of your coworkers try to draw you into the conversation. One coworker is known to repeat everything she hears. What should you do?

Your Initial Reaction

Your Second Thoughts

It is Friday afternoon, and you are about to finish a very large filing job you have been working on for several days. You know that if you work efficiently, you will be finished about one hour before quitting time. However, if you move slowly, you will not have to start a new project. If you start the new project, you are worried that you may be asked to stay late. What should you do?

Your Initial Reaction

Your Second Thoughts

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You bought two uniforms when you were hired. That way you can always have a clean uniform ready at all times. A coworker stayed out late with friends and did not feel like washing her uniform. She asks to borrow your spare uniform. What should you do?

Your Initial Reaction

Your Second Thoughts

You are asked to team up with a coworker who never does his fair share of the work. You work together to serve one-fourth of the restaurant's tables, and you are expected to split the tips. Your supervisor has told you on several occasions to work together to make sure the customers are happy. On this particular day, your coworker has done very little. What should you do?

Your Initial Reaction

Your Second Thoughts

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Your supervisor has noticed that you sometimes come to work a few minutes late and leave a few minutes early. On days when you come to work late, you usually stay a few minutes late. On days when you come to work early, you leave early. However, there is no official flex-time policy. Many of your coworkers also do this, but you are the only one continually asked about the hours you work. You think your supervisor does not like you. What should you do?

Your Initial Reaction

Your Second Thoughts

Your friend called you and invited you to go along on an all-expenses-paid vacation, but she will be leaving Friday at 3:00 p.m. and returning Tuesday afternoon. You are expected to work until 5:00 p.m. on Friday evening. You haven't earned any vacation days yet, but you do have one personal day. Your friend is really pressuring you to come, but you don't want to get in trouble because you have only been working at this job for a short time. What should you do?

Your Initial Reaction

Your Second Thoughts
