

## RESOURCES

### ACTIVITY 1

#### Disasters at Work Role-play Scenarios

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1. You and another employee get into a heated argument over who should represent the company at an all-expenses-paid yearly convention in Hawaii. Things turn nasty but must be resolved before the boss returns.
2. You know for a fact that a co-worker is cheating your employer by padding his expense account. You must discuss the issue with him or take other measures that may end in felony charges.
3. You receive an Outstanding Employee award and must make a few remarks. Your boss has requested the remarks be about professionalism in the workplace. It's time for you to speak.
4. You left proprietary information displayed on your computer when you left for the weekend. Your supervisor found it Monday morning before you arrived and has called a private meeting.
5. You are working a full-time job while you go to college. You lost your uniform and have no idea where it is. It costs \$75 to replace, but you don't have the money. You are afraid you'll be fired and you really need this job. It's time to face the boss.
6. An employee under your supervision is regularly late for work. You must develop an improvement plan and meet with him or her to discuss it. You anticipate a heated rebuttal to the charge and must be ready. You meet with the employee today.
7. A bag of pretzels that you really want is stuck in the vending machine after you paid for it. You are already having a bad morning and you just lose it. Your boss is afraid you have anger management issues and has scheduled a meeting for 2 p.m.
8. Your boss sees you perusing job boards in your building. The response of "I'm looking for a friend" is not going to work. You are called into the boss's office and are scared of being fired. What happens now?
9. You work at an upscale retail shop where the motto is that the customer is never wrong. Now you have a customer very loudly accusing you of waiting on other customers before her because she is a member of a minority group. Nothing you say to her is making things better. Here comes your boss.
10. Your after-school job is at a candy store. Many youngsters visit daily with their mother or baby sitter. You see a little boy putting candy in his pocket and—wouldn't you know it?—you recognize him as being your principal's son. What will you do?