

# Case Study Scenarios

## TWO “PROBLEM” COACHING SITUATIONS

Problem #1: Natalie lends a hand

One of the members in the marketing department is on a sick leave, and a big project must be finished by day's end. Natalie comes in from another department to help out. She has a great attitude. She worked hard all day, and here she is staying late to meet the deadline. As she leaves,

First try: Department head says, “Good night Natalie,” but does not mention anything about Natalie's efforts to get the project finished on time.

Second try: Department head says, “Thanks Natalie. You were a big help.”

Third try: Department head says, “I really appreciate the way you were willing to put your own work aside for a whole day to help us out. You have great organizational skills, and they were just what we needed to finish this project”

The Department head provides some specific examples of what she means.

Problem #2: Correcting Sharon's bad work

Sharon is overheard saying loudly, “Well, I am sorry you feel that way.” She then slams down the phone as the head walks by.

First try: In front of other workers, the department head says, “I hope you aren't talking to all of our customers that way. If you can't stay in control, you'd better take a break.”

Second try: “Sounds like someone was really giving you a rough time there. Why don't you take a break with me for a few minutes? (Walk out together) Can I be of any help?”

Third try: Manager says, “Sharon, you provide great service to our customers. I know that for certain. What could you have done differently with this one?”