

HANDOUT

Case Studies in Employer Expectations

Work on the following case studies by (1) defining the problem, and (2) describing how the problem could be, or could have been, resolved. Together come to a consensus on the problem and how it should be resolved. Prepare to discuss your conclusions with the class.

1. Millie will miss class on Monday to take her daughter to the hearing specialist in a nearby town. She told one of her fellow classmates where she would be in case she was needed. She didn't say anything to the instructor.
2. Quanella works with a close friend in the shopping department of a large store. The two of them are responsible for shipping out all merchandise that is ordered. For the past few weeks, Quanella's friend has been taking long, unscheduled coffee breaks when there was plenty of work left to do. Quanella has been doing the work for the two of them during these breaks. (If she didn't do the work, the orders would get backed up and other women could lose their jobs.) Quanella has tried to hint to her friend about the problem, but all the friend says is, "You worry too much. The job will get done."
3. Dewey's company requires that he sign in when he reports to work. His workday lasts from 8:00 a.m. until 4:30 p.m. On Tuesday, the traffic was heavy and Dewey arrived at work at 8:07. He signed in for 8:00 and hoped that he wouldn't get caught. At the end of the day, Dewey's supervisor talked to him about reporting late for his job. Dewey argued that he had worked hard to make up for being late.