

Attitudes Case Study

INSTRUCTIONS: Study the situation below concerning attitudes by reading the information and discussing the questions within your group.

Kay, 17, is a nurse's aid working in a nursing home known for its excellent patient care. Kay has the following assets: She dresses neatly, she is well groomed, she has a good memory, and she is excellent at charting patients' records. Even though Kay is a good worker, smiling is not one of her characteristics, and it affects how patients feel toward her.

Open House is the busiest day of the year for the nursing home, and all personnel are expected to be on call that day. Kay wants to be off to visit a relative in another town. The nursing home supervisor gave Kay the day off without pay but feels Kay let the staff down (the staff feels the same way toward Kay).

Because Open House is a busy day, all the staff has to work much harder to fill in for Kay. Kay returns to find it even more difficult to get along with the other employees, and becomes cranky with the patients. The supervisor decides to fire Kay.

1. What kind of attitudes does Kay show?
2. Could Kay have done something to save her job? If so, what?
3. What would you have done to deal with this situation?
4. Do you feel Kay was dealt with fairly?