



JESSICA

Boss



OUSMAN

Peer of Jessica

SCENARIO

Social Network Supervisor Perspective

Discussion Questions

- What issues do you identify in this scene?
- Using the Decision-Making Model as a guide, what values are at play in this scene? How might the issues be presented in a way that focuses on their shared concerns and sets them up for a productive conversation?
- What might the characters say, and how could they open a discussion? What would it sound like, and to whom would it be addressed?
- What strategies to communicate and resolve the problem would you use if you were in the characters' position? And what would you say?

Additional Discussion Questions

- What are the main arguments you might expect in response from Katrina? How might you counter them?
 - What are the long-term consequences of saying nothing?
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Social Network

Supervisor Perspective

Scenario Summary

Ousman, a visiting colleague, enters the office of Jessica, a manager. Jessica asks Ousman for his advice on dealing with a situation she faces. She describes seeing many posts on a social networking site during work hours from a new team member she hired, Katrina, as they share connections on the site. Some of the posts could be considered proprietary information or competition-sensitive. Ousman notes that Jessica will have to do something about it. Jessica knows she needs to talk to Katrina, but it's complicated by the fact that they are friends and have become friends outside of work, as well, with their families having become close socially.

Key Learning Points

- The activity that Katrina engaged in could be potentially damaging to the company. Jessica raising her concerns—and doing so without delay—could be important to helping protect the company. In addition, Katrina's extended time on a social networking site during work hours is not appropriate.
- Jessica can do several things to increase her confidence in speaking to Katrina and prepare for a more successful conversation:
 - Identify common concerns to use to reframe the conversation.
 - Analyze the arguments that Katrina will likely use to defend her behavior.
 - Develop responses that are in alignment with their shared goals.
 - Practice what she wants to say to her with a peer who can provide coaching.