

## SCENARIO

# It's Just Golf

## Supervisor Perspective

## CHARACTERS



**ABDULLAH**  
Program manager



**STEVE**  
Team member

## SCENE 1

*Abdullah meets with Steve and others.*

**ABDULLAH:** All right, next up. Some of you have heard that the GlobalDyne project team is going to be visiting for acceptance testing and training. We've got to make a positive impression on this new customer. I need you all to make this happen. Steve, you'll take the lead on this, right?

**STEVE:** You got it.

**ABDULLAH:** Good. Make sure we entertain these guys. And where are we on the temporary cell phones?

**STEVE:** It turns out we can't do it. It's against policy.

**ABDULLAH:** I told you we need to get that in place. These guys are out there without connection. We need them to stay in contact. I can't believe this.

*Steve meets with Abdullah in Abdullah's office.*

**ABDULLAH:** I hear the golf outing went well. Great job, Steve.

**STEVE:** This is hard for me to tell you, but we didn't get approval before we took them on the golf trip.

**ABDULLAH:** What? What do you mean?

**STEVE:** I just did what you asked. I didn't think about the policy or getting it approved.

**ABDULLAH:** I never told you not to follow policy, I just told you to entertain these guys. I can't do your job for you.

**STEVE:** I knew how disappointed you were when I didn't get the temporary cell phones in place because it conflicted with the policy, so this time I was more focused on just getting it done. I don't know what to do now. Do I just submit the expense report and hope it doesn't get flagged and reviewed?

**ABDULLAH:** I don't know what to say.