



KATRINA
Engineer



MELVIN
Katrina's peer



JESSICA
Boss

SCENARIO

Social Network Employee 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?
- Using the Decision-Making Model, how could the characters work through this situation?

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

Employee Perspective

Scenario Summary

Katrina, a new engineer, is typing away on a social networking site when Melvin, her peer, approaches. Melvin asks Katrina where she is on the task they were given, and Katrina replies that she has yet to get started. She has been chatting online with a friend who works at another company. Melvin expresses frustration that Katrina isn't finished, but Katrina says that her friend at the other company is working on a program very similar to theirs, and they ran into similar issues. Katrina was telling her how they solved them. Melvin asks if Katrina posted all that on the social networking site, and Katrina tells him she did, as her other friends joined in, teasing her friend for not being able to figure it out herself. Melvin tells her that the information she posted is proprietary. Katrina doesn't think it's a big deal, as it was just a conversation among friends and she didn't post any actual documents with details. As Melvin leaves, Jessica, their manager, approaches. Jessica asks Katrina to lunch. As they leave, Melvin is concerned.

Key Learning Points

- Katrina is not only spending a significant amount of work time on a social networking site, but she also is posting information that could be proprietary to the company, or at least competition-sensitive.
- Because of the friendship between Katrina and Jessica, Melvin is insecure about raising his concerns.
- The activity that Katrina engaged in is potentially damaging to the company. Melvin raising his concerns—and doing so without delay—could be important to helping protect the company.
- Melvin can do several things to increase his confidence in speaking to Katrina and prepare him for a more successful conversation:
 - Identify common concerns to use to reframe the conversation.
 - Analyze the arguments that she will likely use to defend her behavior.
 - Develop responses that are in alignment with their shared goals.
 - Practice what he wants to say to her with a peer who can provide coaching.