Jackie and Tom have been working together on the project requirements and interviewing the users to determine how they expect the software application to function. Jackie went on vacation for a week, and Tom thought he was doing her a favor by getting a jump start on Jackie's interviews during the week that she was gone. Upon her return, Tom presented her with the list of requirements from five of the interviews he completed and told her to write it up. Jackie was angry that he was treating her like an administrative staff. She also did not agree with half of the requirements captured. Jackie stomped into your office demanding you fix it ASAP or she is going to contact the VP to have Tom removed from the project.

Response :

First I will talk to Jackie and understand her concerns then I will go ahead and talk with Tom to get his view. Making sure I get the individual needs and concerns from both of them.

Once I understand, I call upon Tom and explain that Jakie actually did a favor by gathering requirements on your absence and he was helping you to bring up to speed by asking you to write up teh requirements which you already excel in doing. And his intentions are not meant to treat you like an administrative staff and all his efforts for the week have to be transferred to you in an effective way so he asked you to sum up the writing of requirements.

*Here is a ground rule from the company’s leadership principle which is* ***“Have Backbone; Disagree and Commit”.***

Then I will have aconveration with both of them together to make sure both are in the same page, and I will let Tom to write up the requirements so far he gathered and Jackie to talk with SLA to collection any new requirement if available and asked her to sync up with Jackie to come up to speed .

Here Managing emotion, stress and anger are key factors to be considered. I hope to encourage the two engineers to bravely stick to their opinions. At the same time, I really need to move the project forward

Nothing is perfect, the project needs to move on, right? So I pointed out the basic rules again, **Disagree**, and everyone should now **Commit**.