Republic of the Philippines

**Eulogio "Amang" Rodriguez Institute of Science & Technology**

Cavite Campus

Case Study 1

Subject Code: SPISSUES

Subject Description: Social and Professional Issues

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Course: BSINFOTECH IV

Direction. Five members in each group. The leader will be the one to submit and turn in the activity. Read Including Ethical Considerations in Decision Making page 26-27 in Ethics in Information Technology 6th edition. Answer the case below.

**CRITICAL THINKING EXERCISE: AN OVERWHELMED EMPLOYEE**

You are the customer support manager for a small software manufacturer. The newest addition to your 10-person team is Elliot, a recent college computer science graduate. She is a little overwhelmed by the volume of calls, but is learning quickly and doing her best to keep up. Today, over lunch, one of the other members of your team informed you that she overheard a phone conversation in which it sounded like Elliot was talking with a headhunter and expressing unhappiness with her current situation. You’re shocked and alarmed. You had no idea she was unhappy, and your team desperately needs her help to handle the onslaught of calls generated by the newest release of software. If you’re going to lose her, you’ll need to find a replacement quickly. Should you confront Elliot and demand to know her intentions? Should you avoid any confrontation and simply begin seeking her replacement? Is some other action appropriate? Follow the five-step process for ethical decision making to decide what your next steps should be

Answer

* My decision is to assess Elliot on how is she doing and I want to know what is the cause of her unhappiness in the field generating a conversation is often the best way to relieve some pressure and to let her know that we are a team because in my opinion as a senior in the field its my responsibility to guide new comers and let them bloom on their own.

Now that I assess her feelings I will decide an action that will benefit not only Elliot but everyone in the field and make them feel motivated and go through the pressure and then once that I decided the best action ill implement the action and Evaluate the results of the outcome these are the question will tell my self .“What Worked?”, “What Didn’t Work?” and ”Does it need to be reworked?” upon telling my self those question it will improve my leadership skills and improve my decision making so it’s a win win situation making Elliot feel good about herself and motivating her thus improving myself and having a great team chemistry in our field.