

# Business Case: Frequent Last-Minute Meetings

**Background:** You are a manager in a technology firm and have noticed a pattern where your supervisor frequently schedules meetings at the last minute. These meetings disrupt your planned schedule and negatively impact your team's workflow, as they often coincide with time reserved for critical project work.

**Exercise:** Now that you understand the issue, take a moment to prepare how you would address this with your supervisor. Focus on how you would articulate your concerns and what solution you would propose. Consider these aspects:

- **Describe the Issue:** How would you explain the problem to make sure your supervisor understands the impact of last-minute meetings?
- **Express Your Feelings:** What words would you use to convey how this situation makes you and your team feel?
- **State Your Needs:** Clearly state what you need to change to improve the situation.
- **Highlight the Benefits:** What benefits would your proposed changes bring to the team and the overall project workflow?

Draft a short script based on these points. Try to use assertive yet respectful language to communicate your needs effectively. After you've drafted your response, we'll explore what this could look like.

## Possible Script for the Business Case

Using the Assertiveness Communication and Scripting Technique

### 1. The Event:

*"Susan, I've noticed that we've had several instances over the past month where meetings were scheduled with less than an hour's notice."*

### 2. Your Feelings:

*"This makes it challenging for me and my team to manage our tasks effectively. It can be quite stressful, as it disrupts our planned activities and impacts our productivity."*

### 3. Your Needs:

*"I would appreciate if we could receive at least a day's notice before any meetings unless they are absolutely urgent. This would help us better manage our daily schedules and maintain our productivity."*

### 4. The Consequences:

*"With more predictable scheduling, my team can ensure that our critical tasks are not compromised, leading to smoother project execution and more consistent outcomes. This adjustment would not only support our team's efficiency but also enhance our overall performance."*