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CTEC 107

Spring 2022

Week 4 – 2/23/2022 (Communication Skills)

# **BAD DAY FOR A BAD DAY**

1. Yvonne is going through a difficult time in her personal life. What can she do to lessen the impact on her work? Her team?

In the story that we read, Yvonne is having extra stress in her life because she is helping take care of her mother. Yvonne’s mother seems to be inconsiderate to the effort that Yvonne is putting in and that is only adding to her stress. It is difficult to do, but it is important to leave outside stressors away from your work environment. Also, Yvonne should remember 2 of the 7 Cs of communication that we went over: Courtesy and Consideration when dealing with the situation with her intern. On top of that she should have used the STOP principle to begin.

1. Isabella also makes mistakes. What should she have done differently?

Isabella always seems eager to please and overly anxious to, but Yvonne normally likes Isabella. When dealing with Yvonne, Isabella should have made certain that Yvonne had a moment to speak with about a serious issue. Instead she waited for her before an early morning meeting and brought up an issue that should be treated as a more important issue.

1. What should Yvonne do now?

Yvonne should first speak with her supervisor about the incident and make amends by speaking with both other parties. Yvonne should also make certain that her supervisor is fully aware of the incident with Isabella and Phil before going any further. Then I believe that Yvonne should speak with Isabella, don’t make excuses for her actions, but speak with her and apologize and let her know that she is sorry for not listening and will do a better job in the future. Yvonne also needs to speak with Phil about the situation and perhaps have an HR meeting about how to interact with your coworkers in a professional manner.

1. What do you think of Tim’s approach to the situation?

Tim’s way of dealing with the situation has negative overtones. Tim never offers any solution for the problem. As a leader you must have a solution to deal with the problem and help coach the person under you so they can handle those circumstances in the future. Tim should take a more leading and coaching tone with Yvonne, while still letting her know that he disapproves of her handling of the situation.

1. Yvonne is going through a painful time in her life, and it makes her less focused and patient at work. How much should a person be expected to leave their personal life and challenges at the door?

This is one of the most difficult things that people must deal with everyday and one of the most trying tasks that all employees need to shoulder. When any person has a business contract with another person, or entity, then we should always do our best to adhere to that contract. As an employee / or co-worker, you must adhere to that ethos and work for the betterment of the company while in their employ.

1. What strategies should a professional use to limit personal problems impacting their work and work relationships?

While difficult, we should always be aware of our responsibilities and make certain to maintain their responsibilities. Yvonne’s story has demonstrated (and I sadly know from personal experience) life has many stresses. As individuals the most important thing is that we maintain and uphold our tasks when we are at work. Every person needs to try to keep a beneficial pace while at work and not dwell on the outside world, while hard to do. Also maintain a professional attitude where you realize that your attitude and duties do affect those working with you.

1. What can colleagues do to help?

Each individual that comes to work must be aware of their responsibilities, but a part of being part of society is that we must be somewhat empathetic and aware of what our fellow humans are going through. Always be aware of your surroundings, is an easy way to sum it up. If Yvonne’s coworkers are aware that she is dealing with extra stresses outside of work, then they could show some compassion and help take some of he stress off her her shoulders.

1. Yvonne suggests that Isabella is too thin-skinned. How can a manager help an employee who is particularly sensitive?

The way Yvonne phrases the observation comes off as an attack. When we communicate and interact with others we should always be aware of our tone. I interpreted that Yvonne was short tempered and was not thinking before speaking. Yvonne should call Isabella aside and speak with her more personally and phrase the entire thing differently.

1. Phil is very blunt. When does a comment become abusive?

Phil should always be professional and empathetic at work, no matter how ‘blunt’ he can be. In society it is up to the person you are communicating with to determine if they are offended or not. The best recourse it to maintain a professional tone and terminology with your co-workers, no matter if you are the janitor or the CEO. Simply because you do not feel that you are being rude or harsh, other people may feel differently. Be aware of your surroundings is what one of my teachers used to tell me, it took me 30 additional years, but I now understand