

Aneesh, a senior project manager at a leading IT company that is about to roll out a critical software update for a **major client**. The update includes essential security patches and new features crucial for the client's operations. The deadline is tight, and the team has been working tirelessly to meet it.

During the final testing phase, the team **discovers a critical bug** that could compromise the security of the client's data. Fixing the bug will require additional time and resources.

To fix the critical bug, the team needs to divert resources from another ongoing project that is also crucial for a different client.

The discovery of the critical bug creates stress and tension among team members as the deadline approaches, impacting collaboration.

1.What would you suggest Aneesh do to ensure fair and honest communication of the bug's impact to the client, considering the potential delay in the software rollout?

Ans: Fair and honest communication

- As soon as we find the bug is critical to solve, I will apologize to the client and **explain the situation**. (truthful, transparent, polite and respectful).
- We will ask him **additional time** to complete the project (i.e particular days)

Analyze, register, fix.(No favoritism).

Solution: Until that we will tell him to use the **previous version**.

2. How do you think he can boost collaboration among the team members and reduce tension?

Ans: To boost collaboration and reduce tension

- We want to **treat them with respect** (whatever the situation may be)
- Every individual in that team will be **recognized and they will be appreciated** for their restless work.
- Arrange **meetings with the senior technical leads**(to get a better idea).

