

## Monsooned

Rebecca works with United Technologies, a Chicago based company. She is talking on the phone to Abhinav, the manager of one of United Technologies vendors for customer service outsourcing.

**Rebecca:** We really need to get all of the customer service representatives trained on our new process in the next two weeks. Can you get this done?

**Abhinav:** That timeline is pretty aggressive. Do you think it's possible?

**Rebecca:** I think it will require some creativity and hard work, but I think we can get it done with two or three days to spare

**Abhinav:** Ok.

**Rebecca:** Now that our business is settled, how is everything else?

**Abhinav:** All's well, although the heavy monsoons this year are causing a lot of delays getting around the city.

Two weeks later...

**Abhinav:** We've pulled all of our resources and I'm happy to say that 60% of the customer service representatives are now trained in the new process. The remaining 40% will complete the training in the next two weeks.

**Rebecca:** Only 60%? I thought we agreed that they all would be trained by now!

**Abhinav:** Yes. The monsoon is now over so the rest of the training should go quickly.

**Rebecca:** This training is critical to our results. Please get it done as soon as possible.

**Abhinav:** I am certain that it will be done in the next two weeks.

Reflection questions

- Did Abhinav agree to the initial timeline requested by Rebecca?
- What might Rebecca be thinking about Abhinav?
- What might Abhinav be thinking about Rebecca?
- How will this incident affect their future interactions?

Our thoughts