



Case Study

🕒 1:59:50

Information

[Flag question](#)

Case Study One

Robert, a director and union member, has requested an 8 percent pay raise for his work unit. His request is based on recent financial reports indicating that his department has contributed significantly to a 15 percent profit increase for the organisation. He believes his team deserves to be rewarded for the hard work and long hours they have dedicated over the past few years to achieve this success.

Robert is known to be loud and aggressive when presenting his demands. He often uses expressive body language to emphasise his points, which can make his conversations feel confrontational and intense.

Kay, the Finance Manager, fully recognises the value of Robert's team and often acknowledges their achievements publicly. She is very calm and measured in her speaking, choosing her words carefully to ensure her message is clear and explicit. She makes sure Robert understands the company's long-term plans: there are concrete goals to expand and diversify, and this new project will absorb the majority of the recent profit gains for at least the next five years.

Kay is willing to sit down with Robert to discuss how his team can be involved in this upcoming project. The expansion will create new job opportunities, including overseas assignments and potential promotions to various leadership roles.

Although Kay has raised this option with Robert, he remains firm in his stance that his team should be compensated through a direct salary increase. He is adamant about securing the raise and has even threatened to involve the union if his request is not approved.

[Next page](#)