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9B18M016

express trucking: executive team dynamics (role play) (C)—observer grid

Jacques Neatby, Louis Hébert, and Jean Poitras wrote this case solely to provide material for class discussion. The authors do not intend to illustrate either effective or ineffective handling of a managerial situation. The authors may have disguised certain names and other identifying information to protect confidentiality.

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THE Observer Grid (C)

This document is to be handed out to you, as the Observer, who should also receive the Alex (Part A) and Dominic (Part B) scripts. However, it is imperative that, as the Observer:

* You do not share any information from the scripts to any individuals in your subgroup.
* You avoid intervening in the role play in any respect.

After you have read both scripts, answer the following two questions:

1. What, in your opinion, is the issue at hand?
2. During the role play, what behaviours, words, and/or body language are helping the participants resolve the problem *or* pushing them further away from reaching a resolution (see Exhibit 1)?

As the role play is winding down, answer the following question:

1. Based on what you have seen, do you think Alex and Dominic would define the problem in the same way you did at the outset of the role play?

Exhibit 1: behaviours, words, and/or body language observed in the role play

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| Who | Helpful Behaviours, Words, Body Language | Non-Helpful Behaviours, Words, Body Language |
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