

Positive workplace relationships

Scene 1 summary

The CEO isn't happy. A report was completed two weeks ago but the statistics section was badly written, some vital information was missing, and other information was incorrect. The proverbial has hit the fan.

Charlotte is fielding the complaint. Her manager, Mike, wants her to sort the situation.

THE COMPLAINT

Charlotte's desk

Charlotte

Hello Charlotte speaking.

Oh hi, how are you?

Mmm mmm

Oh that's terrible, I am very sorry to hear that.

I'll find out how that happened.

No, no, I agree, it's not acceptable at all.

I appreciate the seriousness of the mistake.

I'll get back to you at the end of the week with some answers.

Cool, thanks.

Mike

Charlotte, I need to see you in my office now!

THE SERIOUS SITUATION

Mike's office

Mike

This is not a good look for the company, Charlotte.

The CEO is furious.

And I've just come back from a bollocking.

We're in real danger of losing our biggest client.

And things are tight enough as it is.

Charlotte

I'm sorry, Mike.

I do appreciate how serious this is.

GET IT SORTED

Mike

What's the story Charlotte?

How did we manage to screw things up so comprehensively?

Charlotte

Well I know that Colin, Moana, and Brendan did the financial section of the report.

I've also just gotten off the phone to the account manager.

I'll get my team together, we'll have a debrief and I'll investigate what happened. We'll sort this out. I promise we will.

THE ASSURANCE

Mike

I'm really, really not happy about this.

Your performance review is coming up.

Charlotte

Yes I do know that Mike and again, I can assure you that this will not happen again. I will get my team together and um, we'll get to the bottom of it and I will talk to you tomorrow and let you know where things are at.

Mike

Fine.