

Role Play Scenario

Finally, We Are On Schedule!

Theme	Positive Feedback
Roles	Supervisor – Alex Team Member - Pat (Observer)
Situation:	Over the last year Alex, the supervisor, has asked the whole team to adapt to a new schedule for managing client meetings. There are only two on site meeting rooms available for meeting clients. There may be four or five team members on any day, each meeting up to five clients. This means meetings have to be kept to a maximum of 40 minutes each. Most team members have adapted to this schedule but Pat seldom keeps it. Pat often runs late to start or finish meetings. This then disrupts the schedule for the rest of the day, making other team members and their clients either run late or short for time. Pat also criticises the need for the new schedule in team meetings. Pat's objections are that the 40 minute timeframe undermines a professional and comprehensive service. Pat thinks that many clients need more attention. Alex has spoken to Pat on many occasions, explaining both the need for the schedule, the professional approach required of Pat (which can be done in 40 minutes) and the expectation that Pat will adapt to the scheduling arrangements like the rest of the team. While Pat is disagreeable in these conversations, Pat always finishes with a commitment to give it a go. It came to Alex's attention, by way of a passing comment from another team member on the previous Friday, that Pat went a whole week on schedule. The comment expressed the team's relief that Pat complied for a week and their hope that this will continue. However, you both realised this 'compliance' was partly due to Pat having fewer clients than usual last week and they happened also to be clients with less complex issues.
Starting Point:	Alex has called Pat into the office for some informal feedback.
Objective:	To reinforce Pat's focus on keeping the schedule.
Focus:	Output Result Behavioural Result Role Clarification