

Scenario 2
Conflict Resolution
Department Heads

Cheryl is an Administrative Assistant in a large academic Department. Her supervisor, Tom Ick, the Assistant to the Department Head gave her a document to complete at 4:30 p.m. Cheryl normally leaves work at 5:00 p.m. The next morning she discovered that she had forgotten to include a key paragraph in the document.

Her supervisor, Tom Ick, stands in front of her desk and proclaims loudly, “How could you be so stupid? Don’t you have any sense? Don’t you read the work you are doing? Why are you so slow?”

Cheryl is visibly upset and seems embarrassed because everyone in the office observed this interaction.

Discuss the following:

- 1) What are the circumstances? What are the issues?
- 2) Is this harassment/discrimination? Why or why not?
- 3) Should anything be done? What should be done?
- 4) Should this behavior be reported? How should the matter be addressed?

Scenario 2

Bob is the office prankster. He always has jokes, usually targeting one race or another. Since Mary, who is African American, started in the department Bob has made it a daily habit of sharing a joke about blacks to everyone in the department, usually in an open forum. You're Bob's supervisor and after hearing one of his offensive jokes you take him into the office to counsel him. After you mention, that his jokes are offensive, Bob stated that he had his "first amendment right to freedom of speech" and that you are attempting to violate his rights.

Discuss the following:

- 1) What are the circumstances? What are the issues?
- 2) Is this harassment/discrimination? Why or why not?
- 3) Should anything be done? What should be done?
- 4) Should this behavior be reported? When should it be reported? To whom should it be reported?

Scenario 3:

You are the manager of a large department. A year ago you hired Betty as an Accountant II within your department. You pride yourself on being a good manager, fair with great principles. You and Betty developed a good working relationship and you like that she is a hard worker. About six months ago, Betty said she was very interested in you and wanted to take the relationship further. You are both single. You have never had a relationship with anyone at work but are attracted to Betty.

You resisted the relationship for two months, nonetheless you and Betty have begun a very serious and intimate relationship. You are both considering marriage in the future. Your employees within the last month have started hinting that they think something is going on between you and Betty. You're thinking about announcing your relationship at the next staff meeting-you don't like to feel that you are sneaking, after all you are both consenting adults.

Discuss the following:

- 1) What are the circumstances? What are the issues?
- 2) Is this harassment/discrimination? Why or why not?
- 3) Should anything be done? What should be done?
- 4) Should this behavior be reported? When should it be reported? To whom should it be reported?

Scenario 4

You recently discovered that Dawn, your employee of six months, is suffering from a disease that affects her eyesight. Dawn has complained to you, when given assignments, that she has difficulty completing the task because of the difficulty she has seeing the computer screen.

Discuss the following:

- 1) What are the circumstances? What are the issues?
- 2) Is this harassment/discrimination? Why or why not?
- 3) Should anything be done? What should be done?
- 4) Should this behavior be reported? When should it be reported? To whom should it be reported?

Scenario 5

Joe is a building services worker with UIC who has developed a friendly relationship with Mary Hope, the office manager of the building where he is assigned to work. When there are office parties in her department Mary always saves Joe a plate of food. Joe works the evening shift and Mary often works late-usually there is just the two of them in the building. Joe often spends about thirty minutes a day talking with Mary. In August, Mary began mentioning all the things that needed repairing at her newly purchased home. In September she asked Joe if he could help her paint the interior of her home. Mary stated that she would pay him and fix dinner. Joe agreed to come by and look at the job.

When Joe arrived he discovered that Mary was dressed in a very revealing nightgown. During the entire time he was there (approx. 15 mins.) Mary came very close to him in a manner that he felt was very seductive, although she never said anything out of line. Joe made an excuse for not staying for dinner and quickly left her home.

The day after going to Mary's house Joe overheard other employees giggling in the hall when he walked past and heard the words "gay" and "DL". There was a comic strip about two gay men posted on the men's washroom door when he arrived, it had the name "Joe" typed on it. You are Joe's supervisor and he, while clearly upset, has provided this detail information to you.

Discuss the following:

- 1) What are the circumstances? What are the issues?

- 2) Is this harassment/discrimination? Why or why not?
- 3) Should anything be done? What should be done?
- 4) Should this behavior be reported? When should it be reported? To whom should it be reported?