

Job-Related Communication Scenarios

Job interview (the interviewer has bad communication skills) - talks too fast, gets off subject, asks personal questions and is distracted by phone calls.

Telephone conversation (conversation between store manager and emotional, irate customer) - customer is too loud, and emotional, fails to sound logical, threatens, engages in name calling and is being unreasonable.

Conversation between employer and employee – Employer has caught employee numerous times texting during work hours and exceeding the number of breaks he should be taking.

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Conversation between employer and employee - Employee has been reliable for the past year, is never late, gives 100% on the job and has received numerous “Employee of the Month” awards; the employee would like to request a raise and weekends off.

Conversation between customer and employee – You work at a restaurant as a waiter. You have been working very hard waiting on a table of six rude individuals. As they are leaving the table, you notice they only left you \$1.00 tip.

Conversation between Mike and the other mechanics - George works very hard as an auto body mechanic and feels the other mechanics are not carrying their weight. Mike decides to talk about the other mechanics with the manager and sows discord among the employees at the auto body shop.

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Conversation between Erica and supervisor - Erica works at a day care center and she enjoys her job. Recently, Erica has noticed the other employees at the day care center have had their hours increased and her hours have been reduced.

Conversation between Brenda and other stylists – Brenda is a new employee at a salon. She notices that she is always assigned children as clients. She enjoys cutting children’s hair but would prefer adults because she needs the experience and tips.

Conversation between Sarah and her principal – Sarah is a high school teacher with 20 years of experience. She is well liked by her students and colleagues. Sarah is on several committees and often stays late preparing for her classes. At her recent end-of-year appraisal meeting, Sarah received a rating of below expectations on one of the areas. Sarah is questioning her principal’s professional judgment.

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