

CLASSROOM SCENARIOS

Scenario A—Jack Jefferson

Employee—white male, early 50s—contacts HR. Says that he has problems with his back and has asked his supervisor for time off for therapy and also for a new chair for his workstation and “light duty” with regard to working conditions. Supervisor asked for a doctor’s note and once he reviewed it told the employee that he could only have time off for treatment for one month and after that he’d have to find another time to do his treatment. Provided a chair, but it was not one that helps the employee’s back. Allowed employee to do “light duty” for a month, but said that after the month was over employee would be required to do full job. Employee is at wit’s end and calls HR.

- What information do you already know that is relevant?
- What questions do you ask?
- What information is needed to process this that you do not already have?

Scenario B—Judith James

Employee is a Black female in her 30s. She has called HR frustrated with her working conditions. She recently applied for and did not get a promotion that she thought she would get. She also received a lower rating on her evaluations than in prior years. She claims she is being “singled out” and mentions that she does not “get along” with some of her coworkers.

- What information do you already know that is relevant?
- What questions do you ask?
- What information is needed to process this that you do not already have?