

**DIRECTIONS:** Listed below are several typical job situations in which problems arise. If you were the worker, how would you handle the situation? Briefly describe what you would do or say in the space provided.

81. When Mark's supervisor said, "Look, we'll do it my way and that's all I want to hear about it," Mark said . . .
- Yes, but..okay, I'll get to it, but I think there is another way to do it better.
  - Yes, Sir.
82. Reprimanded by his boss for being absent and late too much, Frank said . . .
- There was not much I could do about it, but I'll pay more attention to it in the future.
  - I'm sorry, I'll try to do better.
83. For several months Bev made suggestions on how her job might be improved, but they were always ignored or turned down, she . . .
- Decided that there was no use in pursuing that line further and simply did her job without getting too involved.
  - Kept trying.
84. One of the best workers in Sam's section was Al, when he was sober, but he seemed to be drinking more and more, Sam
- Asked "What is happening to you? Are you having trouble at home?"
  - Tried to help him out – and did part of his job. Tried to help him out as much as he could unless it got out of hand.
85. Linda liked her co-workers and where she worked, but she found her job boring and routine, she . . .
- Grumbled frequently to her associates but did not do much beyond that.
  - Stuck it out. Tried to make the job a little better.
86. Every time Susan made a comment or expressed an opinion in a department meeting, Mac would criticize or ridicule her. She . . .
- Was becoming extremely annoyed with him and vowed that some day she would let him know her feeling.
  - Just disregarded it – didn't pay attention, maybe he was a highly educated person.

87. Juan had been on this job for about six months now, but he still did not feel accepted by his co-workers, he . . .
- Decided to start thinking about getting another job but decided that he liked the circumstances in his neighborhood enough to put up with the job.
  - Thought “ If I liked the job, I’d try to do something to get along.” Try my best for a certain length of time.
88. Jenny was outraged that Jean was promoted before she was, particularly since she had been on the job longer, Jenny . . .
- Complained bitterly to her best friend about the situation but did nothing at work.
  - Said she must have had the brains. I’ve seen that happen a lot of times. I’m never against things like that. More power to her.
89. Sean’s associates had always respected what he had to say in the past but now they did not seem to listen to him as much. He . . .
- Began to feel that some of his private conversations were being leaked out.
  - Thought maybe he said wrong things or was getting too old for the job.
90. Sarah used to be very enthusiastic about her work, but recently she found it more and more difficult to be interested in it, she . . .
- Decided to give only what she absolutely had to to get by.
  - Decided I’ll be here for many years, I’ll still stick it out.
91. As a company executive, Irv thought he should have a larger and better office, but he had been given a small, unattractive one. He . . .
- Approached the supervisor in a joking manner, and expressed his desire in a mild form.
  - Still used it and tried to prove they were wrong, and that he deserved a bigger one.
92. Darlene was the only woman in her unit and found herself isolated from the men with whom she worked. She . . .
- Made friends with one of them and attempted to discover what she was doing wrong.
  - Tried to get along better.
93. Whenever Phil suggested to Dick how he might improve his work, Dick resented it and became angry, Phil . . .
- Would become conciliatory and negate what he said. Smooth it over and keep his feelings from being hurt.
  - Wouldn’t suggest anything to him anymore. “If he didn’t want help, that’s all right with me.”

94. Carolyn and Janet worked together, but Janet became increasingly upset with Carolyn's constant talking about her personal problems. Janet . . .
- a. Would try to change the subject tactfully at first, and more abrasively later.
  - b. Would walk away from her and tell her not to tell her trouble.
95. Steve had complained frequently about violations of safety precautions on the job, but no action was taken, and a co-worker was seriously hurt, Steve . . .
- a. Grumbled about it to his fellow employees.
  - b. Went to the Labor Board so the next person would not get hurt.
96. Joyce was making money in selling, but she knew the product was defective and inferior. She . . .
- a. Became more and more guilt-ridden and eventually gave it up.
  - b. Refused to sell the item.
97. Howard recommended Neal for a job, but now Neal was up for promotion ahead of Howard. Howard. . .
- a. Got extremely angry and resentful and complained to a selected friend.
  - b. Let it go and congratulated him.
98. At mid-life, after twenty years in the same job, Bill found that he was increasingly dissatisfied with his work. He . . .
- a. Did not want to change his job so he made work a necessary but unimportant part of his life.
  - b. Retired and took a more satisfying job with another company.
99. Jody liked her job, but could not get along with her supervisor. She . . .
- a. Avoided him as much as possible.
  - b. Tried hard to get along. Tried not to make it any harder on herself.
100. Steve felt conflicted between doing an inferior job or getting it done on time and doing it the way he thought it should be done, but with missed deadlines. He . . .
- a. Complained strongly about the situation to his superior but went along with it.
  - b. Refused to do it if he couldn't meet the deadline and do a good job.