# **Difficult Conversations Scenarios**

Production

Stacy is the newest production team member, she has been moved departments to try to find a department she will be successful in. She has yet to show progress in meeting her quota. Stacy has disclosed to you that she has a learning disability and will need extra accommodations.

Dress Code

Andy is your new cashier that goes above and beyond. He has said that he is so grateful for the opportunity to work as he is homeless and no one else would hire him. He has been showing up to work in the same clothes every day to work which fits our dress code but customers and employees have complained about Andy’s hygiene.

Customer Service

Gloria your best cloth processor who exceeds quota and coaches other team members. However Gloria gets at least two customer complaints a week about her attitude while she is one the sale floor. She has been coached and documented for this previously. This will be her final if there is another offense it will be termination. She has told customers to get out of her way she has a quota to make. She has walked away from customers asking her question.

Harassment

Termination