

Workplace Situations

To navigate through the situations choose an answer and click on the response.



Please note: The following scenarios are hypothetical. They are meant to encourage you to think about multiple ways to handle a situation and to think about the possible consequences of your actions. This should be used for general information purposes only.



#1

While working, you notice a co-worker has fallen down. He appears to be hurt.

Mind your own business and stay focused on your work.

Call 911

Stop and ask if he is okay.

Go get help from another co-worker or supervisor.





What happened?
Are you hurt?

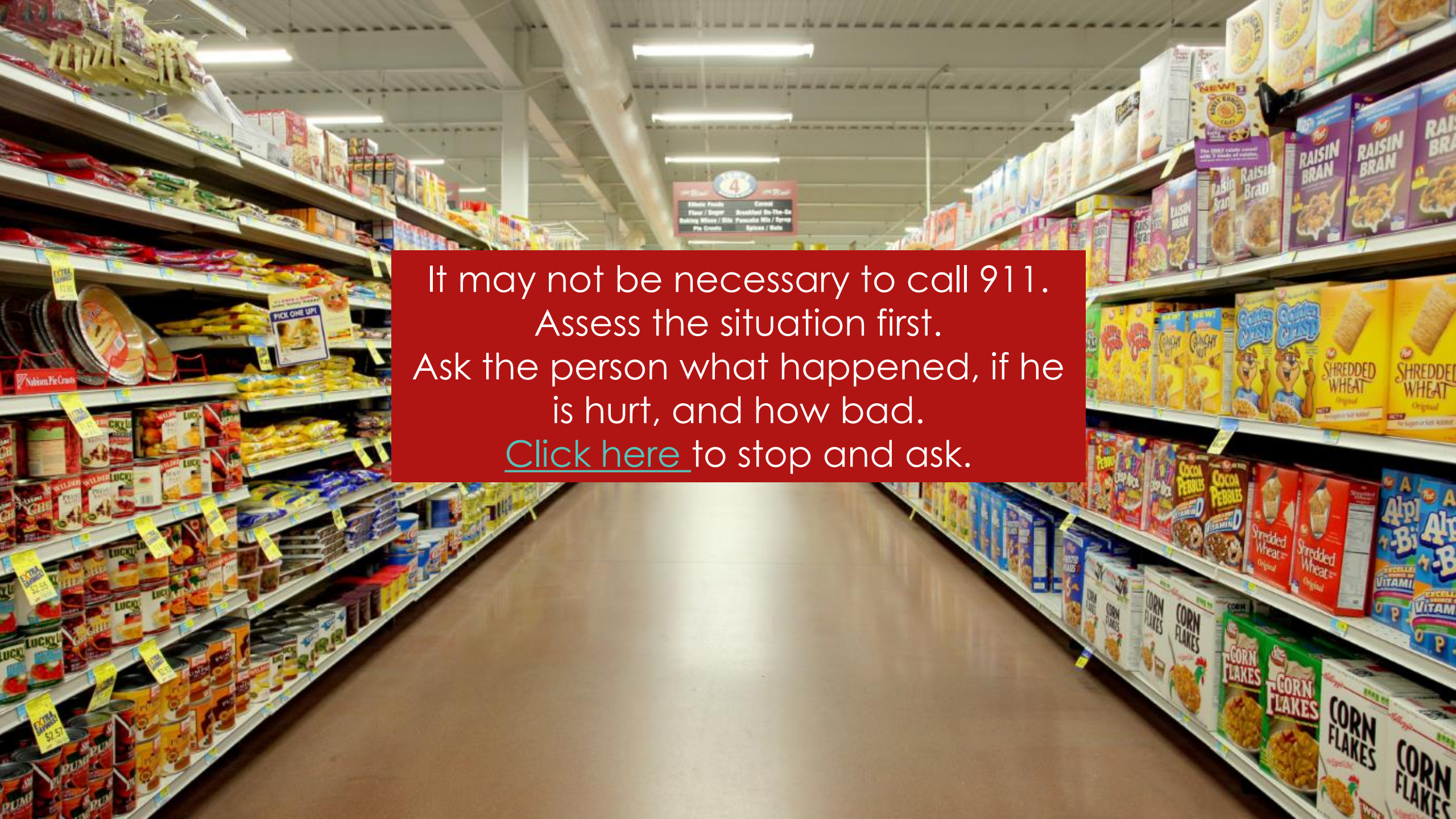
I slipped in some spilled water.
My knee hurts really bad. Can you please help me up or get someone?

Great job!. You didn't ignore the situation. Asking the person questions can now help you determine how you can help and if you should call for someone. *Your employer likely has a procedure for workplace accidents. This usually involves notifying a supervisor of the incident, and cleaning up the area so that no one else falls and gets hurt.


Next

Please don't ignore a workplace accident. We need to help others. If you're unsure how to help someone, you should immediately report the incident to someone else. If you get hurt at work, you will not be in trouble. But we can learn from these incidents so that others do not also get hurt in the future. [Click here](#) to choose a different response.





It may not be necessary to call 911.
Assess the situation first.
Ask the person what happened, if he
is hurt, and how bad.
[Click here](#) to stop and ask.




Thanks for letting me know.
Do you know if he is hurt?
I'm on my way to check on him now.

Going for help is a good idea, especially if you are unsure what to do. It might also have helped to talk to the co-worker first to assess the seriousness of the situation. This way you would have more information to share when you go to get help. But either way, you ARE helping the situation.

Go back & ask

OR

Go to next slide



Thanks for helping out.
We all have to look out for each other at work.
Way to be a team player!

Yeah, Thanks! I really appreciate you getting help when I needed it. You're a great friend & co-worker!

Next Scenario

#2

You had a disagreement with your co-worker, Adam. He confronts you in the break room, he seems angry. No one else is around.



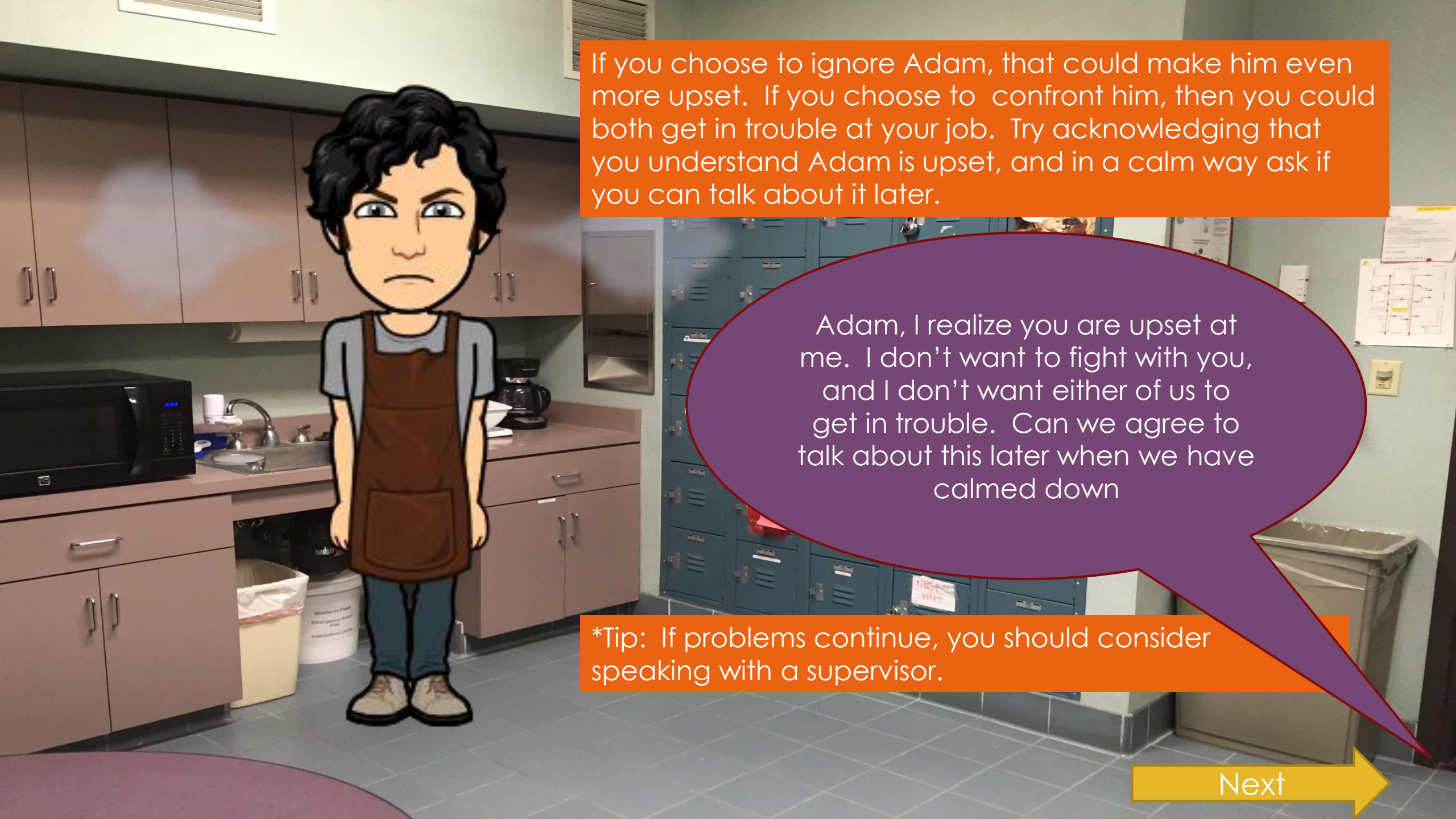
“So what are you going to do about it?”

Don't say anything and walk away.

Tell Adam you will fight him outside after work.

Acknowledge Adam is upset and offer to discuss it later when you've both calmed down.

Say “Shut Up!” and let him know you won't put up with him any more.



If you choose to ignore Adam, that could make him even more upset. If you choose to confront him, then you could both get in trouble at your job. Try acknowledging that you understand Adam is upset, and in a calm way ask if you can talk about it later.

Adam, I realize you are upset at me. I don't want to fight with you, and I don't want either of us to get in trouble. Can we agree to talk about this later when we have calmed down

**Tip: If problems continue, you should consider speaking with a supervisor.*

Next

Confrontation or physical fighting should never be the answer. This will likely get you both in trouble with your employer, maybe even fired from your job.

You could also face criminal charges for any type of physical violence or threat of violence.

As angry as you may be, you will be much happier with the results if you can solve the dispute in a calm manner.



Next

If you are unable to resolve your differences quickly and easily with Adam, you should talk to a supervisor.

*Remember to always keep yourself safe at your job.



Supervisor

Thanks for letting me know. I know this was tough to talk about. I will also talk to Adam. Please let me know if problems continue after today. You can talk to me anytime.

Next Scenario

#3

Amy is a co-worker that you do not know very well. She asks to borrow money. You only have \$60 to last you until your next pay day. How do you respond?

“Sorry, my budget is tight and I just don’t have any money to spare”.

Say, “NO!” and just walk away. It’s none of her business why.

You cannot find a way to tell her “no”. So you give her the money and start planning ways to cut back on your own needs for the next week. Hopefully she is trustworthy and will pay you back next week.

Can I borrow \$30?
I need gas money
and we don’t get
paid for another
week.



This can feel like an awkward situation. You probably really want to help her, but you are probably thinking “what if she doesn’t pay me back?” Or, “what if I run out of money myself?”


Use your own judgement. But, don’t leave yourself in a situation where you might not have money for the things you need. Maybe you could offer a lesser amount.

“I cannot spare 30 bucks, but I have \$5 you can borrow.”

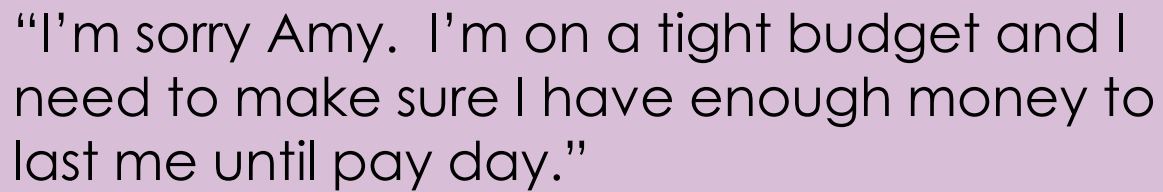
Thanks. Any little bit will help. I’ll make sure to pay you back next week.

Next Scenario

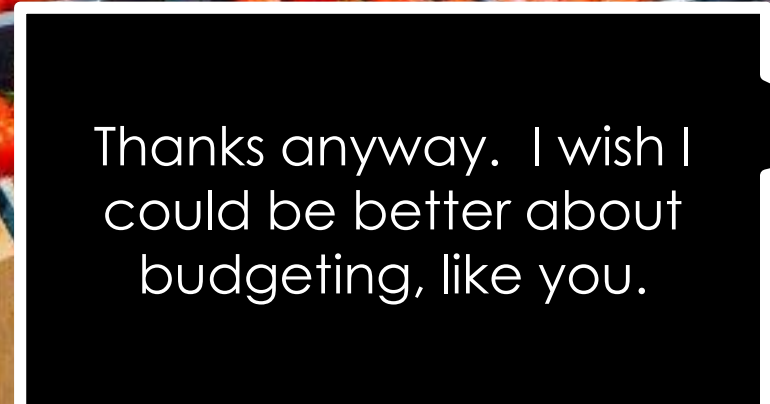




Don't be afraid to say No. Just say it in a kind way and give a brief explanation. You do not have to share your personal business, but you do want to maintain friendly relationships with your co-workers.



"I'm sorry Amy. I'm on a tight budget and I need to make sure I have enough money to last me until pay day."



Thanks anyway. I wish I could be better about budgeting, like you.



Next Scenario

#4

While working the morning shift at The Diner, a customer wants to make a complaint & he is being very rude to you. What should you do?


Hey you! This is horrible! Don't you know how to make coffee? Are you stupid or something?

Turn and walk away before he says anything more. Go get your manager.

Say "I'm not stupid! You are! I know how to make coffee. No one else has complained! Get over it!"

Say, "I'm sorry you are unhappy. May I get you something else to drink?"





Did they just walk away from me?
Just wait until I get
to talk to that
manager!


Walking away without saying anything will only give the customer more to be upset about. Even if you feel you're doing a great job, remember that the customer's happiness is very important.

Letting your manager know is a great idea. However, try acknowledging the man's complaint before walking away

Click here to say something to the customer before walking away.

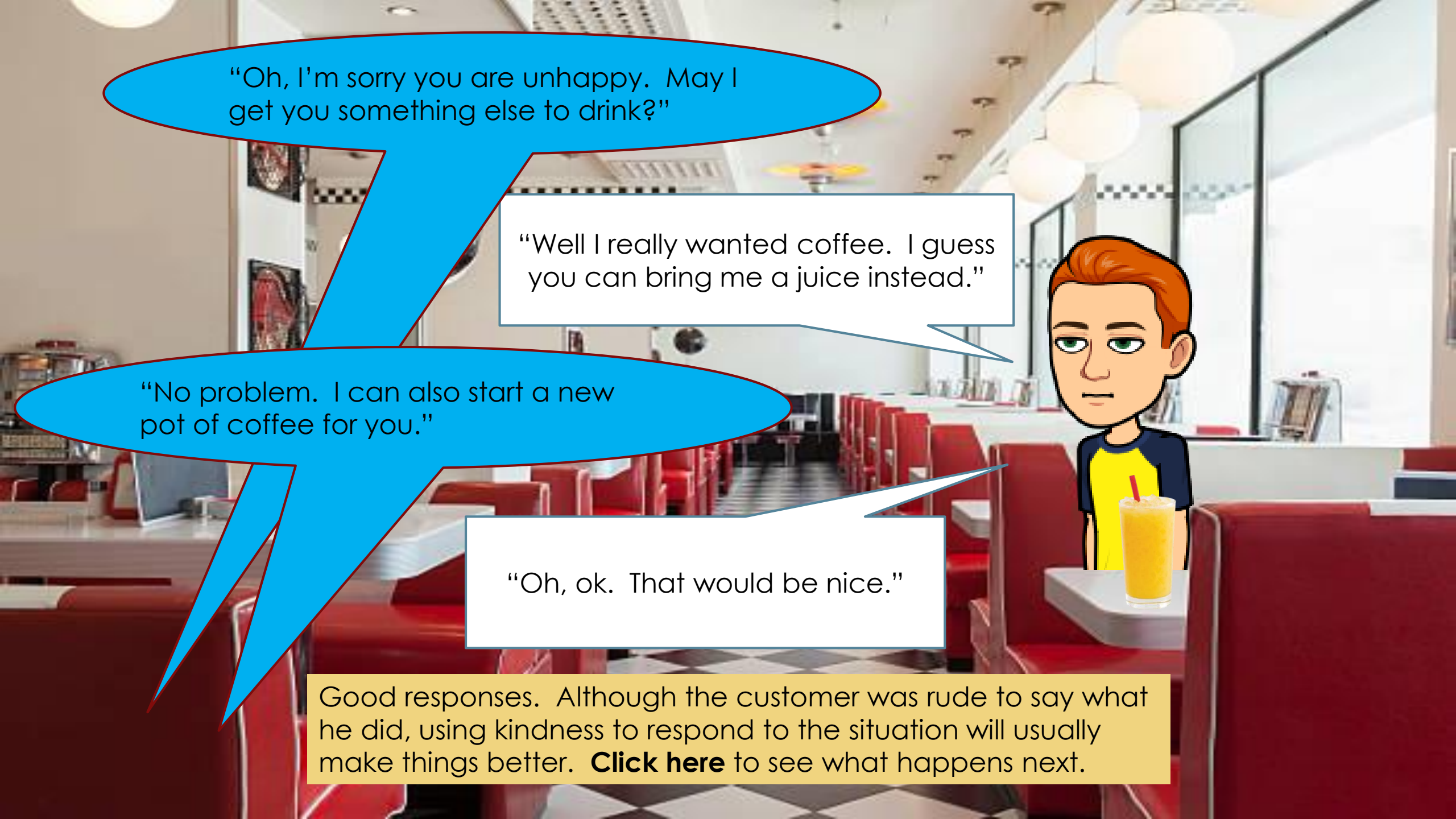


EXCUSE ME!!
YOU CAN'T TALK TO ME LIKE THAT!
I WANT TO SEE A MANAGER RIGHT NOW!



It is very hard to ignore what he said to you first. However, you should not insult the customer or tell them that they are wrong. This will really make them upset.

Click here to go back and choose another answer.




“Oh, I’m sorry you are unhappy. May I get you something else to drink?”

“Well I really wanted coffee. I guess you can bring me a juice instead.”

“No problem. I can also start a new pot of coffee for you.”

“Oh, ok. That would be nice.”

Good responses. Although the customer was rude to say what he did, using kindness to respond to the situation will usually make things better. **Click here** to see what happens next.



"Here is a new cup of coffee.
I hope this one is better."

"That was very nice of you, Thank you.
I'm sorry for being so rude earlier."

When you go out of your way to be kind to a person, they usually will be kind back to you. Once you have made the situation better, they may even apologize for their actions.

*Thought: We cannot control what other people do.
But we can control how we react to the situation.

Next Scenario 

#5

Your co-worker, Tom, asks you out.
How do you feel about that?
Choose an option below.



I think you're really cute.
Go out with me this weekend.

Not
Interested

I'm not so
sure about
this.

He's Hot!
Of course I
want to go.

This situation can be hard.
Choose a response below to
reject Tom's offer.

"Thank you, but I am not interested. You're a great co-worker, I would just like to be friends."

"No way! That's never going to happen!"

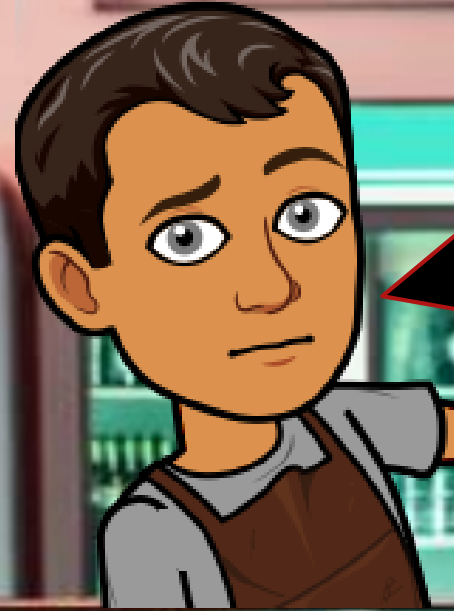
"Thank you, I am flattered. But I really value my job here, and unfortunately our company really frowns on employees dating. So I've made a decision not to go out with anyone I work with."



Good response.

Even though you may be uncomfortable and you have no intention of ever going out with Tom, it's good to say "thank you,".

Thanking him will hopefully prevent him from feeling rejected or upset. It could also help alleviate feeling awkward around him in the future while working together.



Oh I see. Thanks for your honesty. I hope this doesn't make things awkward for us now at work.

Next Scenario 



“No way! That’s never going to happen!”

Wow!
I’m so
embarrassed!

When a co-worker asks you out and it's not something you feel comfortable with, it's not always easy to refuse politely. If you're too harsh, you could risk embarrassing him. Or, it may make a person angry or upset. It is your choice to accept or reject someone, but working with someone you've turned down can also create unnecessary negativity and tension at the workplace. [Click here](#) to go back and choose a different response.

“Sure. I would love to!”

Cool! Here's my number.
Call me after work & we'll
make plans.



*TIPS FOR DATING A CO-WORKER:

- ❖ First, find out if your employer has a formal policy that forbids employees dating one another. If it does, put that date on hold until one of you has a different job. You may think you can date secretly, but it is not worth the risk.
- ❖ When you begin dating; have a honest discussion with each other about how it will affect your jobs and the other people around you? What will happen if it doesn't work out and you decide to stop dating?
- ❖ Don't lie about the relationship, but don't let it all hang out for other co-workers to watch as your relationship develops. You could make your co-workers uncomfortable, or you may become the subject of workplace gossip.
- ❖ Keep focused on work, and don't let your relationship affect your performance at the

Next Scenario

This could catch you by surprise if you didn't realize Tom was interested in you. If you are unsure, you can try one of these responses.

"I think it would be fun for the whole team to go out, I will see if Sue and Connor can join us."

(This can send the message that you are not interested in a one-on-one relationship, but would like to hang out as friends.)

"I've never dated a co-worker & I worry it could make things awkward at work. Is it okay if we just remain friends at work?"



Good job. Your response lets Tom know that you enjoy having him as a friend, but are not interested in a 1 on 1 relationship.

*Tip: Although you may be tempted to soften the blow by using phrases such as, "Maybe another time," "Not now," or "I'm busy," you may be sending Tom a message that you will date him later.

If he really has a thing for you, he may interpret "I'm busy" to mean, "Ask me again next week".



That works!

Next Scenario 

#6

Hey, check this out.
This will be perfect for tomorrow night.
I don't have the money, I'm just going to take it!
No one will ever know.

Your co-worker, Sam, is stealing from the store that you both work at.
How do you respond?



NEXT

Say, "I don't think that is a good idea." and ask Sam to put it back.

Sam is your friend and you don't want to make her mad, so you say, "Go for it! I won't tell anyone."

Say nothing, but then talk to your manager right away.





Are you serious? What are you going to do if I don't? I thought we were friends.

Choose a response:

We are friends, that's why I don't want to see you do something that will get you in trouble.

If you take that shirt, I will have to tell our manager. Maybe I don't want to have friends that steal.

You wouldn't do that!
I'm taking the shirt.
And you better not
tell anyone!



[Click Here](#) to Speak to your Manager

You are so right! Thanks for being a good friend.

Sam actually may or may not be happy with you. But at least you know you did something to keep her from breaking the law. If you still find out later that she is stealing from the business, you should report her immediately.



[Click Here](#) to go ahead and Speak to your Manager



WRONG ANSWER!

Stealing is a serious behavior, and it is illegal. This should be reported to a supervisor or manager. Otherwise, you could be putting yourself in jeopardy. Even though Sam is your friend, she is putting your job at risk too by letting you know about it.

Click Here to go back and choose a different answer.



It may not be possible to say nothing at all. Sam is probably looking to get a reaction from you.

You might encourage your friend to put the item back, or to pay for it. However, you should definitely report it to your manager.

Choose what you do next:

Say, "Sam, I think you should just pay for it."

Go directly to speak to your Manager



Oh Geez, I really hate to hear this.
But, you did the right thing by coming
to me. Thank you very much!

Doing the right thing is often very hard. It is difficult to tell on your friend, and Sam likely will know who told on her. However, When employees steal from their employers, they do more than break workplace rules. They also break laws, and they put all of the company's workers in jeopardy. Workplace theft can put a company in dire financial straits.



NEXT
SCENARIO

7

What if it's
your BOSS?



Your Boss is your “Supervisor” or “Manager”. In most situations, that’s who you go to when something is wrong. What do you do when it’s your Boss that you are having a conflict with? Or maybe you observe him doing something illegal or wrong. This can be one of the toughest situations to be in. Choose a response below:

I'll just ignore it because I don't want to get him in trouble.

Talk to a co-worker

Quit your job

Report the issue to your Human Resource Department



I think I'll ignore it because I don't want to get him in trouble.

Here are some things to think about:

- Be positive about what you have heard or seen. Don't get involved because of rumors or hearsay.
- Research laws or company rules. Be certain your boss has actually done something wrong.
- Have you tried talking to your boss first? For minor incidents, you might be able to talk face to face & explain something made you feel uncomfortable.

If you are positive your boss has done something illegal or wrong. You should definitely report it.

Ask yourself...

- Does your company have a Human Resource department?
- Does your Boss have a Boss?

Now choose a response below.

Report your concern

I would rather talk to someone else

I don't feel comfortable reporting.
I just want to quit my job.

*Tip: Be prepared to share all details about your concern. Keep the following tips in mind:

- Avoid accusations & be sure to present only the facts.
- Give dates & times when possible.



Please tell me exactly what you saw or heard.

NEXT



Thank you so much for coming to me with this information. I know it was hard for you to report this, but you did the right thing.

I will look into this further and address the situation immediately.

*Tip: Continue to do your job each day the best you can. Don't gossip about the issue with your coworkers. You don't want to start rumors or be accused of talking behind people's backs.

NEXT

GREAT JOB!

This is probably the hardest situation to be in. Remember, when dealing with a questionable situation at work, you don't have to keep it to yourself. You might feel hesitant to file a report because you feel that your boss knows more than you do, your co-workers may not be as concerned as you are, or you fear losing your job. Talk to your HR department if you feel your boss has crossed a line.

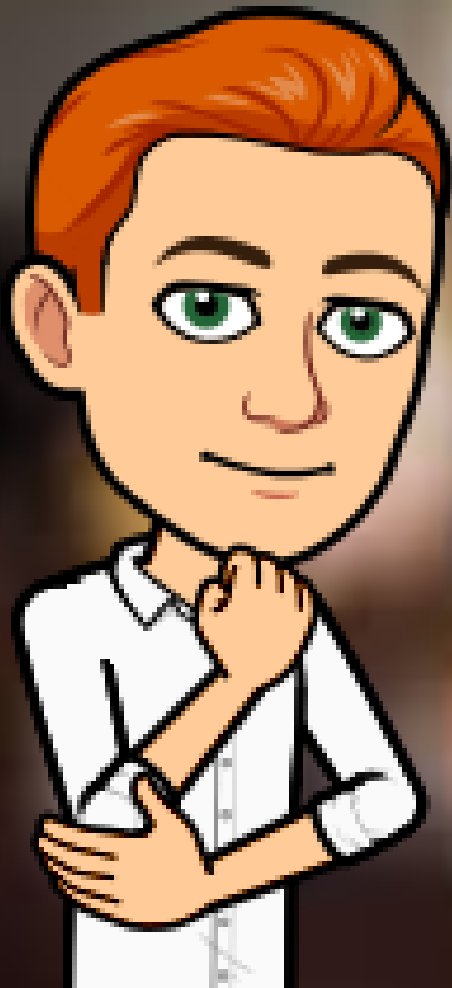
After reporting, what happens next? That depends on the situation and the company you work for. Hopefully, HR will handle it appropriately, taking action against your manager in a way that is appropriate for the situation, whether it's putting the person on probation or even firing them.

Be prepared! Sometimes, the company may not handle it as well as you hope and could even make the situation worse. Some people have experienced retaliation from their boss or bullying from their co-workers. This is not allowed and could even be illegal. You may need to communicate again with HR, or talk to a trusted support person about what you should do next.

Ultimately, if there is any illegal activity or serious ethical violation and you feel like you should report it, you definitely should.

NEXT

Talking to a co-worker is not always the best idea. They may have good advice, but they may also tell someone else. Make sure the person you tell is trustworthy.



I can't believe this. I can't wait to tell all the others about this. I'll just tell them not to repeat it. It won't get back to the boss.



[Click here to find out who else you could talk to, or go to for advice.](#)

[Click here to go back and choose another answer.](#)

Consider asking advice from a trustworthy person in your life, who does not work with you.
Here are just a few examples:

FAMILY
MEMBER

FRIEND

JOB
COACH

CASE
MANAGER
OR SSA

TEACHER

* For this scenario,
your support person
suggests you report
the situation.

Click here to talk to
someone in Human
Resources at your
work.

Don't do something you may regret later.
Ask yourself these questions before quitting your job.

- What are my other choices?
- Could I work in a different department?
- Can I change your hours so I would work with a different supervisor?
- Do I really like this job?
- Do others have the same issues that I do? Or is there something I can change about me to improve things?
- Can I wait a while and see if things improve?
- Should I have another job lined up before I quit?

Click here to talk to someone in Human Resources at your work.

Click here to go back and choose a different answer.

- If you DO choose to quit:
 - Give your employer a 2 weeks notice. This is customary so they have time to fill your position.
 - Leave on a “good note”, not angry and making a scene. Remember, you want the employer to give you a good reference for your next job.
 - It's also not a bad idea to talk to Human Resources or a higher ranking Manager about why you are quitting. The employer should know about what your boss is doing.





YOU'RE DONE!



These were only a few of the situations that COULD arise at your workplace. Not everyone experiences difficult situations like these. When they do, remember, it's ok to take a moment to think about how you want to respond.

*TIP: Sometimes it also helps to talk to a support person in your life that does not work with you at your job. Choose someone that you trust and that seems to make good decisions. They may be able to help you find the right way to handle your specific situation.

Who are support people in your life?

- Family members
- Teachers
- Job coaches
- Friends
- Case Managers
- Neighbor
- Provider or Caregiver

For information about employment supports available to you,
please contact the Clinton County Board of DD.



CLINTON COUNTY BOARD OF
DEVELOPMENTAL DISABILITIES

4425 State Route 730
Wilmington, Ohio 45177

(937) 382-7519



Shanon Bene

Employment First Coordinator
(937) 382-7519 ext. 1338
sbene@nikecenter.org

