Independent Practice Scenario:

***Jesse’s side of the story:***

*Jesse has worked at Client Heating and Cooling for 8 months and really likes his job. In fact, his supervisor notices and appreciates how he is prompt and courteous on his home visit appointments, and he has gotten a great employee evaluation report each month. Recently, a new employee, Angelo, was hired in the company, and he is working alongside Jesse to learn more about the day-to-day tasks for the job. Jesse has noticed Angelo is late for work most days, causing Jesse to be late for his first appointments. He is not friendly to the customers, and he only does some of the tasks the team is responsible for doing and otherwise sits in the truck. When Jesse mentions to Angelo that he is causing a delay in their work schedule and is being rude to customers, Angelo becomes very hostile and tells Jesse that he is not doing a good enough job teaching him what to do because Jesse doesn’t know how to do the job himself. He says he will ask their supervisor to let him shadow a different employee.*

***Angelo’s side of the story***

*Angelo has been working at Client Heating and Cooling as a repairman for 2 weeks. Company policy says he is to be paired with a current employee for the first month of his employment, so he has been placed with Jesse. Jesse is supposed to show Angelo how to use the different tools required for the job, how to bill time spent at customers’ homes, and other important parts of the job. However, Jesse just does all the work and refuses to include Angelo. Angelo has even been coming to work earlier than his supervisor told him so that he can begin to gather his things from the warehouse needed for the day’s work calls. Jesse complains that Angelo is late and rude to customers, but Angelo tells Jesse he spends his mornings gathering their tools for the job and that Jesse doesn’t let him help. He says he will ask the supervisor to let him shadow a different employee.*

Compare and contrast Jesse’s and Angelo’s points of view of the conflict using the Venn Diagram below.

Using the CALM method, explain in one or two paragraphs how you would handle the conflict above, first as Jesse and then as Angelo.

Evaluation Checklist

Yes No

1. The writer’s ideas make sense—I can follow what is being said easily.
2. The writer addresses each of the following:
   1. **C**larify
   2. **A**ddress
   3. **L**isten
   4. **M**anage
3. The writer doesn’t make more than 2 grammatical errors.
4. The writer shows an appropriate reaction to the situation.
5. The writer ends his/her response on a positive note.