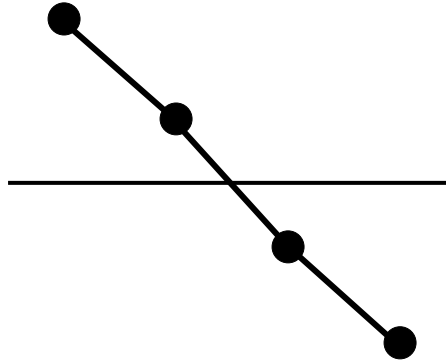




## Case Study #1

Dave



Dave is a new colleague and has already shown himself to be a valuable new addition to the team. You have observed that though Dave gets the job done, his methods are “creative” and the fact that he often disregards established procedures has caused friction with his co-workers.

How can you persuade Dave to follow the rules?

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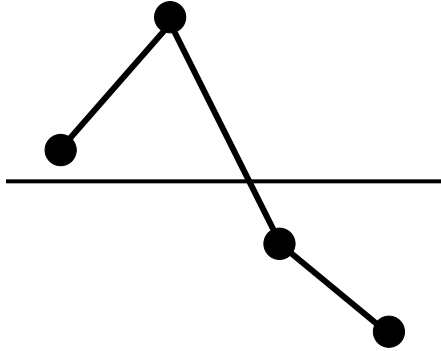
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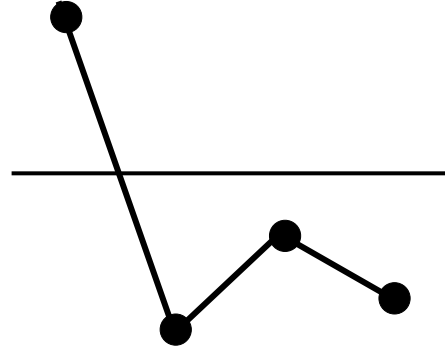
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## Case Study #2



Mary



Stan

Stan and Mary are getting on each other's nerves. Stan's direct style unintentionally insults or offends Mary. Mary does her job well, as Stan can attest, but her tendency to talk to everyone that walks through the door annoys him. Stan realizes that the tension between them is affecting their working relationship.

Suggest to Stan how he might start to improve things.

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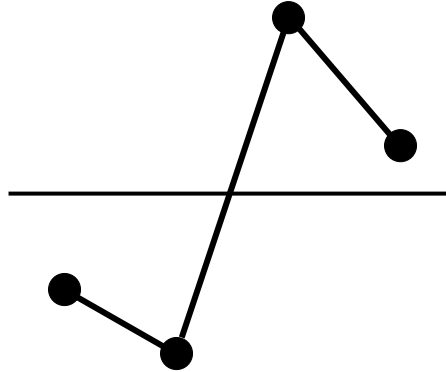
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## Case Study #3

Jill  
Andrews



Jill Andrews is a co-worker who always plans her time very carefully. At times Jill is reluctant to take the time to consider new projects because she is very busy.

What would be the best way to approach Jill to encourage her to help you on a new project this week?

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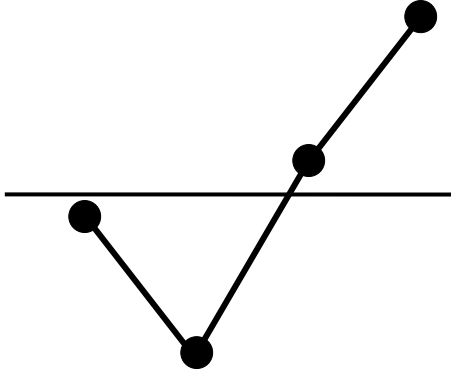
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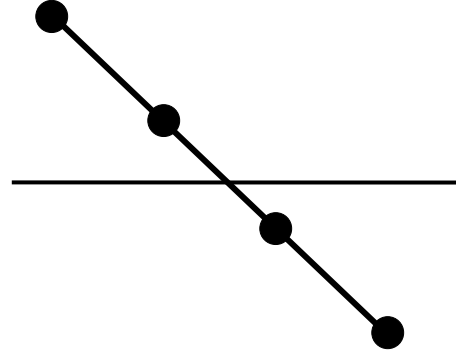
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## Case Study #4



**Jerry Wright**



**Sally Jenkins**

Sally Jenkins reports to Jerry Wright. She needs to request additional funding in order to complete her project on schedule. How should Sally approach Jerry to reach an agreement to receive what she needs?

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