**Careers in Human Resources – Scenario Activity**

**What Would You Say?**

**Directions:** Below are six scenarios that Human Resource Managers may face on a daily basiswith employees. You will pair up with a partner and work through the various scenarios to come up with a solution. The purpose of the assignment is to experience being a Human Resource Manager who can address issues quickly and responsibly. You and your partner must decide “What will you say?”

**Scenario 1:** You are a manager in a manufacturing factory in New York City. Your companyadheres to the NYC Coalition for a Smoke-Free City initiative and has shared the “smoke-free” policy with all its employees. Some tobacco users who work in your factory were very unhappy with the new rule. From your office, you notice a cloud of smoke in section F in the factory. As you get closer you notice it is Mary Catherine. You need to speak with her immediately. What will you say?

**Scenario 2:** You are department supervisor overseeing a group of 15 people. One of youremployees comes to you and complains about Ryan’s unpleasant body odor and how difficult it is to work in the same area. What will you say to Ryan?

**Scenario 3:** You work at a luxury department store as a department lead. Your supervisor hascomplained on numerous occasions about the appearance of some of your sales associates and cashiers— particularly Roxie. She has a new, large tattoo of a skull with blood dripping from its mouth. Your supervisor has asked that it be covered up and you agree. What will you say to Roxie?

**Scenario 4:** John has been missing work a lot lately. He frequently calls in at the last minute,and it typically happens on Fridays and Saturdays. John has been in Alcoholics Anonymous (AA) in the past for alcohol abuse. What will you say to John?

**Scenario 5:** You supervise a team of 7 people as a marketing manager. This year nearChristmas, you notice that over the course of a week the supply closet is almost barren of tape and packing materials. You and your secretary, Pam, are the only people who have keys to the closet. What will you say to Pam?

**Scenario 6:** You are the Vice President of Human Resources. You asked your benefitsadministrator, Latoya, to send new benefit information to your boss today. The next day, you are chewed out by your boss for not sending him the information. You look bad. You need to talk to Latoya, what will you say?

**SCENARIO ANSWERS**

Scenario 1:

Scenario 2:

Scenario 3:

Scenario 4:

Scenario 5:

Scenario 6: