

SCENARIO 1

Employer: Do you realize that you are 20 minutes late to work?

Employee: Yep. I was watching my favorite TV show. I just couldn't leave the house until it was over. It was the best episode ever!

Employer: Well, because you are late, we haven't been able to serve our customers as quickly as we're supposed to.

Employee: So what? Why don't they just go somewhere else to get what they want?

Employer: Please be sure that you arrive to work on time tomorrow. It's going to be a very busy day for us.

Employee: I'll try. But I can't promise anything. I am going to the movies tomorrow, and the movie might get out late.

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SCENARIO 2

Employer: Do you realize that your shirt is wrinkled and your pants have dirt all over them?

Employee: Yeah. And my shoes are all muddy, too.

Employer: It's not a good idea for you to dress that way for work.

Employee: Why not? I was playing outside with some of my friends before I came to work, and I got a little dirty. What's the big deal?

Employer: We want our customers to know that we take our work seriously.

Employee: Whatever.

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SCENARIO 3

Employer: Can you help out Kyle in the back room? He needs some help stacking the new shipment of boxes we received today.

Employee: Why should I help him? That's his job.

Employer: Well, you've already finished the work on your list for today, and you still have 45 minutes before your shift ends.

Employee: So? Just because I'm done with my job for today doesn't mean I have to help anyone else.

Employer: It would really help out the team if you could give Kyle a hand.

Employee: No way! Stacking boxes is not part of my job.

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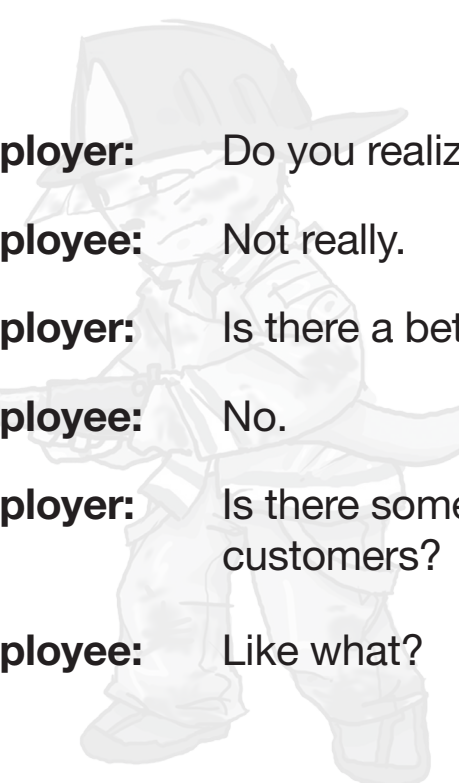
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SCENARIO 4



Employer: Do you realize that you were rude to that customer?

Employee: Not really.

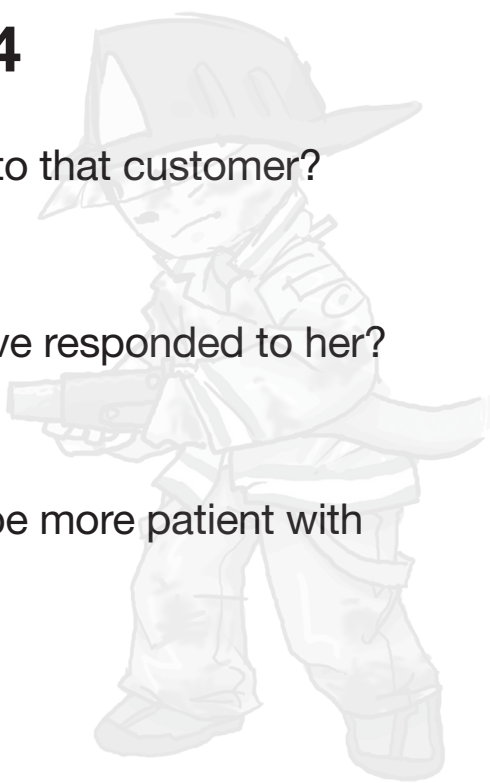
Employer: Is there a better way you might have responded to her?

Employee: No.

Employer: Is there something you can do to be more patient with customers?

Employee: Like what?

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