

DIVERSITY PROBLEM SOLVING CASE STUDY 34

What's the Problem?

Directions: State the problem you are trying to resolve. Identify what questions you think the team leader should ask of the employee making the complaint and of the employee who made the crude jokes.

Bill supervises a work group of twelve people at a Northern California high-tech manufacturing plant in the packaging and shipping department. Bill is a white male who is looking forward to his retirement in three years. Previously, Bill had heard rumors of some crude jokes told by some men on the team and now Rosie, the senior woman in the group, reported a complaint at the end of yesterday's shift.

- State the problem you are trying to resolve.
- Identify what questions you think the team leader should ask of the employee making the complaint and of the employee who made the crude jokes.