



2020 You're the Boss Scenario

Drama at the Sub Shop

You are the owner of a sub shop. A male high school student has been employed with you for over a year and has been an excellent employee. Recently, you hired a female high school student and after a few weeks, the two began dating. This was not a problem at first, but after a couple of months the young woman “caught” the young man cheating on her and broke up with him. He claims he was not cheating.

Now both young people are telling their side of the story to other employees and trying to get them to “take sides.” Every time the two employees are working the same shift, they make snide remarks to each other and complain about each other’s work. They have been involved in shouting matches on more than one occasion while customers are present.

Until recently, the young man has been a good employee. The young woman was a decent employee prior to the conflict, but she now spends a lot of time talking with other employees and has run to the bathroom during work hours to cry.

As the boss, respond to:

Ramifications of doing nothing:

- Identifies long-term results of doing nothing, clearly addressing;
 - Overall business success
 - Employee behavior
 - Employee effectiveness and efficiency
 - Customer experience and retention

Plan for improvement:

- Possible disciplinary action
- Specific guidelines for appropriate workplace behaviors
- Timelines for improvement
- Consequences for future infractions

Staff Development plan for other employees:

- Specific guidelines for appropriate workplace behaviors
- Appropriate responses to co-worker’s misconduct
- All of the above handled professionally