

Scenario 1

Pam comes to you and is very angry because she perceives that she is working harder than one of her colleagues. You happen to know that her colleague has been having health issues but would like this to remain confidential. Also, you know that there is much work that Pam's colleague does that is behind the scenes and not always visible to everyone. Pam has a history of comparing herself to her colleagues and most often comes up favorably in her perceptions.

Build Up

Coach Up

Support Up

Scenario 2

Fred is thoughtful, technically advanced and very kind. He picks up things quickly and can accomplish new things with very little guidance. He is jumping in to complete tasks and is great at team work. Fred is also very introverted; he doesn't often smile and doesn't engage with co-workers. He also tends to stay focused on his work and not engage in work related conversations that could help develop new ideas for the team.

Build Up

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Scenario 3

Evie demonstrates great interpersonal skills, she is cheerful, smiles and is kind and welcoming to staff and patients. Evie is willing to take on additional tasks and is always looking to help co-workers and jump in to fill shifts. However, because she is so eager to pitch in she often takes on too much, which leads to small mistakes or forgetting some steps. Technically she is average and could grow in knowledge of some aspects of the job.

Build Up

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Scenario 4

Elyse on your team shows natural leadership skills. Always is stepping up and helping team mates. Exhibits great patient care, can diffuse patient escalations and puts patients first. They have been at Access for many years and have great skills and knowledge.

In addition, employee constantly complains about co-workers being lazy, annoying and crazy, talks behind their backs and gossips. The employee often will order others around and expects them to take orders, which are given in a harsh manner. In addition, this employee often feels task are beneath them and will only complete task they see as important.

Build Up

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Support Up

Scenario 5

Amirah is thoughtful, technically advanced and very kind. She picks up things quickly and can accomplish new things with very little guidance. She is jumping in to complete tasks and is great at team work. Amirah is also very introverted; she doesn't often smile and doesn't engage with co-workers. She also tends to stay focused on her work and not engage in work related conversations that could help develop new ideas for the team.

Build Up

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Scenario 6

Kaelyn had emotional reactions when presented with feedback in the moment. She often is defensive at first but comes around after a few minutes have passed.

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Scenario 7

Raymond is a few minutes late for work every day. He works in a patient focused area he often can get by because his co-workers will help with his first patients. Raymond is a top performing employee and often goes above and beyond.

Build Up

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Scenario 8

Madison is a long-term employee. She is often resistant to change, and many times people must work around her when new processes are implemented. Employee often say it is just how Madison is and they can manage.

Build Up

Coach Up

Support Up

Scenario 9

Martha is a great employee, but she often uses sarcasm which can come across as offensive to some people.

Build Up

Coach Up

Support Up