

**Leadership Training Series  
Communications and Interpersonal Skills- Part A**

**CNYHSA / ECQ Group Inc.**

**COMMUNICATIONS SCENARIO / DISCUSSION**

Manager SC was a young female new hire with a strong background and experience. She had a team of 5 people reporting to her.

Manager OM was an older man who had been with the agency for 15 years and was well –respected although difficult to work with if programs were not run according to his directions (in other words he got excellent results but it could be difficult on staff to get there). He had a team of 8 people reporting to him.

Manager SC & OM reported to Director EL (a relatively young man who had been with the agency for 8 years). EL was very supportive of SC, having recruited her to come to the agency.

SC & OM were assigned to develop a new program service for clients. During the joint team meeting, OM & SC were having a polite disagreement on the direction of the program. One of SC's team tried to support her position and he was repeatedly dismissed by OM. The team member lost his temper with OM.

The meeting was adjourned. OM met with SC later in private and demanded that the insubordinate team member be fired. SC diplomatically refused, and went to their Director EL, who supported SC but suggested that the team member be officially reprimanded.

SC did that, however OM was not satisfied and told SC that she was going to regret her decision.

3 months later EL called SC into his office and said that he had just learned that someone had been spreading rumors that the 2 of them had been having an affair and that was why she had been hired.

SC was hurt and angry. EL said that he didn't have proof but felt certain that it was OM who had started the rumor.