

## Role Play: Dress Code Collaboration- Sales

**Situation:** ABC company assembles, sells, and ships high end office furniture. Until recently, the company's dress code has been shirt and tie. In the past few years the code has relaxed; due largely to "Casual Friday" charity fundraisers. This casual approach is no longer confined to Fridays and what employees feel is acceptable is changing. Student staff are now wearing rap star T-shirts and caps with off-colour language. Some staff are wearing frayed jeans and the hem line of skirts has raised beyond the mini.

The owner of the company sent out an e-mail to all staff. The e-mail reminded everyone that ABC Company "is a place of business" and they should look professional. He also said "female staff should dress appropriately." The e-mail touched off a storm in the office with several people feeling like they were singled out. It also caused some people to refer to the owner as sexist. At present, morale is low and productivity is dropping.

A four person committee has been struck to examine the situation. Committee members represent different employee groups; Management, Sales, Administration, and Order Fulfillment.

### **Your Position:**

- You think formal (shirt and tie) is professional looking and can't understand the resistance.
- The dress code should be as formal as possible.
- You will wear a suit everyday regardless of what the policy is.
- While you are not aware of customer complaints, you have noticed a few unusual facial expressions. You know that customers form opinions quickly and do not want them to see anything that may reflect poorly.
- You find Fridays particularly bad and now use that day for paperwork and offsite meetings.