

Role Play: Work Schedule Conflict - Supervisor

Situation: The employee currently works from 9:00 am to 5:00 pm with a one hour lunch and two 15 minute coffee breaks. They have worked with the company for seven years and always received good performance reviews.

Issue: The employee would like to change your 9 am to 5 pm shift to 7:00 am to 3 pm.

Your Position:

- You would like to meet the employee's request. They are an excellent employee and have not received a raise since they started with the company.
- You are concerned that modifying the employee's schedule may set a precedent and encourage other staff to request changes.
- The employee does important work with international customers; most of whom call between 9 am - 10 am & 4 pm - 5 pm. If the employee was not available, someone else would have to be trained and take the calls.