**COM-500 Topics 6 Conflict Resolution in the Workplace Simulation**

Ferrington & Associates is a consulting company that serves Fortune 500 companies, assisting with their financial management software. Ferrington & Associates divides its employees into teams of five and assigns one of those individuals to be the team lead. Currently, Ferrington & Associates has been going through a decline in billing hours, which has led to rumors that layoffs are coming. One team at Ferrington & Associates consists of Erica Jasmir, the team lead and the following team members: Michael Vincent, Janelle Riske, Timothy Johannson, and Sheila DuBois.

**Background Information**

Erica Jasmir has worked at Ferrington & Associates for 15 years. She has been a team lead for 1 year and is very excited about her promotion. She tries to be very opening and welcoming to her team members. Erica has been worried recently about her father, who was recently diagnosed with terminal cancer and not given much time to live.

Michael Vincent has just started working for Ferrington and Associates after completing his MBA at an Ivy League school. Michael is very active outside of work and likes to invite his team members along with him to activities such as working out in the gym or going to sporting events. Michael comes from a wealthy family and drives a very nice sports car.

Janelle Riske has been with Ferrington & Associates for 3 years and really enjoys her job. She takes a lot of pride in her work and really enjoys her clients. Janelle is married, yet is often seen working late at the office to serve her clients.

Timothy Johannson has worked at Ferrington & Associates for 5 years. Timothy was considered for the team lead position that ultimately went to Erica, which has caused him to feel some resentment towards her. Timothy recently went through a divorce and now has sole custody of his children and has had a hard time adjusting to this change.

Sheila DuBois has worked at Ferrington & Associates for 2 years. Sheila is temperamental and emotional. She has been actively looking for other employment, and does not feel a strong investment with the company. Sheila has received several complaints from customers about her interactions and service levels.

**The Case:**

Erica has called a team meeting to discuss the rumors about Ferrington & Associates financial troubles.

Erica: So, let’s get started. I’m sure you’ve all heard the rumors about the company’s finances.

Timothy: I’ll say. This is just what I need. Daycare is so expensive!

Michael: Hey, we all have bills to pay.

Sheila: Except not all of us have Mom and Dad to pay it for us!  
  
Michael: What do you know, Sheila! Why don’t we just fire you and save money that way!

Erica: Alright, you two! That’s enough. The point is, the company is going to be going through restructuring, but the senior management is open to ideas of how to cut costs – so it’s possible that jobs might not get cut.

Janelle: Well, I’ve worked very hard here! I’m not going to be the one who goes!

Timothy: I’m sure your husband will be glad to hear that.

Erica: Timothy, come on! All of you, let’s stop this bickering and try and figure out a solution.

Sheila: Well, I may just quit; I’ve got plenty of other options.

Michael: I’m going to go over some figures, maybe I can figure out some of our costs that can be cut.

Erica: That’s a great idea, Michael. I think the more we have evidence, the better it will be received.

Timothy: I just don’t know how I’m going to make it financially. Erica, what are you going to do?

Erica: Hey, we’re all in this together now!

Janelle: Well, I’ve got some ideas. I’ll come by your office and talk to you, Erica.

Erica: That sounds great, Janelle; how about in 30 minutes?

Janelle: Sounds great!

Timothy: I don’t know what I’m going to do.

Sheila: Just quit – like me!

Erica: Alright, everyone. Are we all clear on what we need to do? [all nod heads]. Okay then, let’s get thinking, and don’t forget to hit your billable goals for the week!