## Worksheet One: Crisis at Acme Auditing

Case Study

Dave Dudley and Manny Munson just can’t get along. Dave leads the accounting team and has done so for 15 years. Manny heads up the quality control team. Although he’s been with the company less than a year, everyone agrees that his unique skill set is a perfect match for Acme Auditing.

Dave and Manny have both been appointed to head up a project to find a new accounting package that will help reduce accounting errors. However, their personality conflicts have prevented them from making any headway.

Major problems include:

* Each person has a different idea about what the project’s goal should be.
* Dave thinks Manny is too new to have a full understanding of the problem and Manny thinks Dave is afraid to try new things. As a result, they don’t respect each other, and their communication is very poor.
* This project was created by the President of Acme Auditing, so the conflict needs to be resolved quickly.

What are some possible solutions to this conflict?

Create a detailed outline for each option.

After completing Worksheet Two, create a shortlist of options for Dave and Manny.

What is your recommended solution?

What might an action plan look like for that solution?