## Worksheet Three: Conflicts at We Care Catering

Case Study

Norma has been with We Care Catering for three years. She works the day shift, and is therefore responsible for opening the shop in the morning, taking customer orders, and helping out in the kitchen as needed. Recently, We Care Catering’s owner hired Shawna to help Norma out in the daytime. Norma is having a difficult time working with Shawna; she wants to do everything her own way and seems not to care about Norma’s plans and processes.

One day, Shawna washes the floor with the wrong cleaning solution, making the floor very slippery. Norma gets very upset.

Evaluate the Situation

Choose Your Steps

Create an Action Plan

Individual Process Steps