

## **Role-Play #7 Accounts Payable**

### **General Information**

Nicky who has worked in the accounting unit for 6 years and Gene who has worked there for two years have recently had an argument that was public and disruptive. Gene approached the supervisor about the conflict.

There has been a lot of change in the organization in the last two years, including leadership changes, system changes and staff cutbacks. All of these factors have had a negative impact on morale. The supervisor fears the organization is on the brink of seeing lost productivity in the form of sick leave abuse, high staff turnover, grievances etc. She is willing to invest in mediation when interpersonal problems are still relatively small to try to make teams more resilient.

### **Nicky's Additional Information**

There have been so many changes due to re-structuring that you are never sure who is responsible for what. You have your third new supervisor in two years and now you have been reorganized into poorly designed teams. In your view, your new teammate Gene is incompetent and lazy. You cover calls when Gene is absent, which seems to be a large part of the time. Gene does not even tell you an estimated time of return. Also, Gene has lost a large number of files for which you share responsibility. You understand that mistakes can happen in such a chaotic environment, but it just happens too much. You have had to work a ridiculous amount of overtime to make sure things don't fall completely through the cracks. And Gene just laughs it all off!

Yesterday you went to get a complex file that you had been working on only to find it missing from the shared bunk where you know you left it before lunch. When you asked about it, Gene just shrugged and said you would just have to make a new one. You yelled some profanities and stormed out of the office to cool down.

You need this job and it pays well. You will try to make things work with Gene, but you are nervous coming into mediation. You know you look like the problem now.

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