

[illegible][illegible]

Scenario 3

Evan tells his manager that his grandfather passed away. His manager gives him a hug.

3

Scenario 4

Carl has been working with you for 4 years. He is one of your strongest performers.

Over the last few months, you have noticed a change in how Carl works with you and with others.

Carl is much less communicative than he historically has been.

4

Scenario 4

He does not initiate conversations with you or others. He responds to questions asked of him politely but rather formally. Carl's countenance is much more serious.

Bottom line: his interactions are strictly business.

[You also notice a slight decline in Carl's performance.]

5

Scenario 5

Simone is having lunch with her manager, Randy. During lunch, Simone states "I cannot imagine how I would do this job if I had kids." Simone got married a few years ago and appears to be in her late 20s or early 30s.

6

Scenario 6

Aaron is one of your strongest performer. He connects extremely well with colleagues and customers, demonstrating genuine interest in them and their lives.

However, if he is asked any questions of even a remotely personal nature, Aaron deftly changes the conversation. He keeps his private life very private.

7

Scenario 6

You mention to a colleague that you wish you knew Aaron better. Your colleague tells you that Aaron is very quiet about it, but he's gay. Your colleague asks you not to share with Aaron what he has told you.

8
