

Welcome to The 3R's for Youth Resilience, Responsibility and Respect in the Workplace Module 1 - 3R's Case Studies

Resilience, Responsibility and Respect

In your group, go over the case studies. These are all based on true stories where people lost their jobs. For each scenario, which of the 3 R's do you think came into play? The answer can be one, two or all three R's.

1. Marcy worked at a retail store. She started off with a bang. Things were going very well. After a while, her friend got a promotion and was now her supervisor. After that, Marcy is the first one to admit that she stopped putting 100% into her job. Eventually she was let go, and to add insult to injury, it was her friend who fired her. She fell into depression and did not look for work for one year.

Resilience issue? If yes, how so: _____

Responsibility issue? If yes, how so: _____

Respect issue? If yes, how so: _____

2. Tina worked in a manufacturing environment for over 15 years. She had a health problem with her eye and had to have an operation. She had some time off work, and she was hoping that when she returned that she could work in the office at her job. She asked her doctor for a doctor's note, stating that she could not be in a dusty environment. He said that dust would not be a problem and that she could keep working in the shop, but she was so relentless that she

gave in and he wrote the doctor's note. The company gave her an entry level office position.

She found the office to be very different. All of her career with the company, she had only worked with men. After a short time, she confessed to someone that she already hated these women. One day, one of the women asked her to do some paperwork, (part of the job,) and she said no. The environment got worse and worse and eventually she took a stress leave. She did not work again anywhere for 10 years.

Resilience issue? If yes, how so: _____

Responsibility issue? If yes, how so: _____

Respect issue? If yes, how so: _____

3. Mark had recently gotten out of prison. He planned to start over and eagerly started applying for jobs and taking courses to get him ready. He was thrilled to get a job in construction at a great starting wage. Things were going great until one day an employee said something disrespectful to him. He punched him in the face and was sent back to prison.

Resilience issue? If yes, how so: _____

Responsibility issue? If yes, how so: _____

Respect issue? If yes, how so: _____

4. Patricia had a job in a fast food restaurant. After some time, she was promoted to a manager position. She was thrilled with this and worked very hard. One day one of the employees called her "Patty". She corrected him and said, "Listen, other managers here can call me Patty, but you are not a manager, so you have to call me Patricia." After a few similar incidents, the restaurant decided to demote her

from manager to trainer. She would not stand for this and quit on the spot.

Resilience issue? If yes, how so: _____

Responsibility issue? If yes, how so: _____

Respect issue? If yes, how so: _____

5. Tom worked at a fast food restaurant that makes customized sandwiches. One day a customer came in and asked for a sandwich that is not on the Canadian menu. Tom quickly did a search on the Internet and told her he would be happy to do that. Of course, the menu on the cash register did not have the option for that sandwich, so with a little creativity, he pushed a few different buttons and made it work.

The manager saw this happening and asked him to stop doing this – that they should stick to the Canadian menu. But this customer started coming in regularly and Tom continued to make the special sandwich because “the customer is always right.”

One day this regular customer came in on a day that Tom wasn’t working. When she was told that she couldn’t have the sandwich she always gets, she was very upset. The manager heard the whole conversation and shortly after that Tom was let go.

Resilience issue? If yes, how so: _____

Responsibility issue? If yes, how so: _____

Respect issue? If yes, how so: _____