

Case Title: College Flex-time (Staff/Supervisor Dispute)

Director's Confidential Info:

You are Director of Admissions at a university, and it is your job to run the Admission Office. You have been there 12 years and are responsible for supervising a staff of ten people. You run a tight ship. Your administrative assistant is relatively new (1 1/2 years), seems flaky, and often comes up with off-the-wall suggestions. The latest one involved the assistant working late sometimes and coming in late sometimes. This is not in line with your objectives. You think your staff should be able to express their opinions, but they also need to accept your decisions. You're not opposed to change, as long as it's well thought out and well-reasoned. You have been under a lot of stress lately because it's been really busy, and you have a lot of paperwork to complete, decisions to make and endless meetings to attend. You admit that sometimes you are short-tempered with people. When the assistant suggested that you go to mediation, you agreed, just as long as it wouldn't take too long.