

Module Three

Gen-Flex® role-play #5: Schedule

Manager

Situation

You are a Boomer manager with a Millennial employee, Sarah. You manage a customer support team for your company. Your team's primary responsibility is to take customer calls and triage issues, or escalate to the next level of customer care. Employees coming in late or not showing up can impact customer wait times, which is one of the metrics your team is evaluated on.

Sarah shows great empathy for the customers, and resolves issues quickly. When she is at work, she demonstrates shorter call times with higher customer satisfaction numbers than most team members. The problem is that Sarah constantly wants to change her schedule. Since you make the schedule a month in advance, it causes difficulty and confusion when she makes last-minute requests. There have been a couple recent instances of Sarah switching with other employees that has caused staffing shortages because of mix-ups. These mix-ups have caused employee dissatisfaction, and has impacted call wait-times. Regardless of Sarah's skills, her schedule mishaps must be addressed.

