

Critical & Creative

Directions:

Read the following scenarios and list the steps necessary to solve the problem using both critical and creative leadership skills.

1. A company is creating a new product and must determine how to effectively create the product as well as appeal to the market and target a wide range of customers.
2. Human resources must decide whether to suspend or terminate an employee for allegedly conducting unethical behavior.
3. An employee working in customer service is dealing with a customer who is unhappy with one of their products.
4. A supervisor is unhappy with the performance and work of an employee.
5. An employee is having trouble with a current project and needs help.