

Name: _____

Date: _____

Case Study

Ethics in Action

Chris is a project manager at a technology firm. For months he has been working on integrating a new management software program and finally the time has arrived for all of the computers in his building to be updated. While Chris is responsible for making the software integration happen, he needs the help of Jack, the lead technical support staff, to make it happen. To ensure the transition goes as smoothly as possible, Chris needs the new software installed over the weekend when fewer people will be in the office. He approaches Jack to tell him he will need to work the weekend.

"Hi, Jack. We need to install the new software soon. What do you think about coming in next weekend to get started on it?" says Chris.

"Maybe. I'll give it some thought," says Jack.

Chris gets slightly frustrated. Coming in on the weekend isn't optional; it's mandatory. He needs the integration to happen over the weekend or else there will be too many people without workstations on Monday. He tries to communicate to Jack again.

"You could come in a little later on Saturday if you want...maybe by 10 a.m. or so," says Chris.

"Um, yeah, that could maybe work. I'll think about it," says Jack.

Chris ends the conversation feeling defeated and questions why Jack isn't hearing that working the weekend is not a point open for discussion—it's required as part of his job.



Why did the communication process break down between Chris and Jack? What could Chris do differently to send his message more clearly?

Answer in complete sentences.