

<p>This is a knowledge assessment for Sprint Management Essentials. The set-up is done in text with voice-over, followed by three video scenarios. The user will watch all three, and then pick the scenario they think best represents how to handle the situation. Feedback will be given in text and voice-over for each response. If the user chooses the “Fair” or “Inappropriate” response, he or she will be directed to watch the “Good” response one more time and experience the feedback associated with the “Good” selection. After viewing each scenario on a particular subject, the learner will land on a page with hyperlinks to the associated documentation for that subject and a link to the SME Training to learn more.</p>	
Audio	Visual
<p>Scenario Intro—Voiceover (VO)</p> <p>Joe’s team wants to meet with him to discuss a new attendance program. In the group there seems to be a definite leader that’s driving the meeting.</p>	<p><i>Text on Screen (TOS)</i> Matches the voiceover.</p> <p><i>Graphic</i> We see a still shot of Joe talking with his team in a conference room.</p>
<p><i>Choice 1--Video</i></p> <p><b>Joe:</b> I’m glad you asked to meet about the new attendance program. There are some changes to what we’ve been used to, and I’ll be glad to clarify anything or answer any questions for you.</p> <p><b>Sue:</b> What’s the reason for this change? Have there been any violations, or are they just trying to keep us under a microscope?</p> <p><b>Joe:</b> To my knowledge, this came out of routine maintenance on the existing program.</p> <p><b>Sue:</b> [Getting slightly agitated] Why waste time fixing something that isn’t broken? There has to be a reason for the change. Who are they targeting? Someone from our group?</p> <p><b>Joe:</b> If you have concerns regarding how this new program affects you, personally, I’ll be happy to set up meetings with everyone...one-on-one.</p>	
<p><i>Choice 1 Feedback—VO</i></p> <p>This is a good response. Joe tells the group that he would be more than happy to discuss the new attendance program with each member of the team, and that he would be glad to address any concerns in these individual meetings. He may also offer to sum up for the group what he learns from these meetings and what he feels are common</p>	<p><i>TOS</i> Matches the VO</p>

Union Awareness Scenario 2

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<p>concerns and his responses to those concerns.</p>	
<p><i>Choice 2—Video</i>  <b>Joe:</b> Hey guys, what’s up?   <b>Sue:</b> We have some concerns about what’s behind the new attendance program.   <b>Joe:</b> [Hesitant] OK, what are your concerns?   <b>Sue:</b> Well, to be honest, we’re wondering <i>who</i> made it necessary to institute a new program. There <i>has</i> to be a reason for these new guidelines.   <b>Joe:</b> [Getting defensive] It would not be appropriate for me to...   <b>Sue:</b> [Cutting Joe off] We just want to know if we have to worry about more changes coming.   <b>Joe:</b> You know, I really don’t appreciate the way you’re all accosting me at once. If you have concerns, we’ll set up a meeting. If you want a one-on-one...ask. Just don’t think you’re going to accomplish anything by ganging up on me.   [Fade out]</p>	<p>Joe’s team meets up with him in a hallway.</p>
<p><i>Choice 2 Feedback—VO</i>   This is an inappropriate response. Sprint encourages an open communication environment for employees and management. We have programs in place, such as Open Door, for employees to use to voice their concerns. In this scenario, Joe was defensive and accusatory to his team. Joe should have addressed their common concerns and then offered to meet with them individually to address any concerns.</p>	<p><i>TOS</i>  Matches VO</p>
<p><i>Choice 3—Video</i>   <b>Joe:</b> I’m glad you told me you have concerns about the new attendance program. What I’m going to do next is meet with my supervisor to let him know and see how he wants to address them.   I’ll let you know what I find out.</p>	<p>Joe and his team meeting in a conference room.</p>

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[Fade out]	
<p><i>Choice 3 Feedback—VO</i>                  That was a fair response. Sprint encourages an open communication environment for employees and management. We have programs in place, such as Open Door, for employees to use to voice their concerns. In this scenario, Joe agreed to let his team know what he learns from meeting with his management team, but could have gone further to address their concerns by offering his own facts, opinions, and ideas from a business perspective.</p>	<p><i>TOS</i>                  Matches the VO</p>
	<p><i>TOS Learning Point Question and Answers</i>                  In which scenario did Joe best handle his team’s concerns about the new attendance program?</p> <ol style="list-style-type: none"> <li>1. Agree to meet with his management team about his team’s concerns and promise to share what he learns.</li> <li>2. Agree to meet his management team about his team’s concerns and promise to share what he learns and respond with facts, ideas, and opinions. Also, deal with individual concerns one-on-one.</li> <li>3. Address the fact that his team is bullying him and refuse to answer questions or concerns raised in that fashion.</li> </ol>