



## Worksheet Two: Feedback Scenarios

### SCENARIO ONE

You manage a team of seven software developers. Last night, a major problem was identified with a recent release of an in-store system. You arrive at work this morning to find that one of the developers worked overnight to find and test a solution.

### SCENARIO TWO

You manage a team of three stockroom clerks. You have noticed that one of your clerks has frequently been late for work and is taking more breaks than scheduled.

### SCENARIO THREE

You manage a team of four advertising representatives. A client just called you to tell you about a job well done by a particular team member on a recent project.

**and the FORCE is with you**