

## DECISION MAKING SCENARIO

Ellen has been employed at Kay's Kitchen as a waitress for three years. She loves her customers and admires Kay the owner; but Ellen wishes she was more appreciated by her employer. Ellen has been a dedicated employee, coming in early, filling in for coworkers who call in sick and has never had a complaint made against her by a customer or co-worker.

Ellen recently found out that one of her coworkers, Franky, who was hired 2 months ago, is making \$.25 more an hour than she is! At least once a week Franky either calls in sick or is late for work and the till is always short after her shift. Although it isn't in writing, Kay's Kitchen wants employees to be at least 5 minutes early for their shift, they also let employees know that if they are late or don't show up to work, to not bother coming back because they will no longer have a job.

Yesterday Ellen came in on her day off and asked Kay if she could talk to her. Kay was frazzled as it was unusually busy that day but did tell Ellen that she could spare 15 minutes. During this time, Ellen expressed her frustration of making less money than Franky, even though she has worked at Kay's Kitchen longer than Franky and felt she was being treated unfairly; like the time she was given a written warning when she had a flat tire and was late for work. Kay told Ellen that Franky needed leniency because she was a single mom. Ellen left the meeting feeling frustrated and angry.

- How could Ellen have handled this situation more successfully?
- What steps could she take to gain more support and understanding from Kay?