

Case Study Question List

Each of the pillar case studies will be written for use with supervisors, line employees or combined classes. We will address one primary pillar in each case study and provide two types of discussion questions aimed at addressing contributing factors in each case study, what actions enhanced/damaged trust, and questions about ways of solving or avoiding the dilemmas or situations presented. This will provide the facilitator or trainer with many options for using the case studies (continuing training, weekly staff discussions, follow up refresher of the pillars).

Questions:

1. What are the primary pillars that have been damaged in this situation?
2. How did each person influence the damaged trust?
3. What other questions come into play?

4. What one factor is most damaging to the employee?
5. What can the employee do to rebuild trust?
6. How could the employee start the conversation to rebuild trust?
7. Write the opening statement from the employee perspective

8. What one factor is most damaging to the supervisor(s)?
9. What can the current supervisor do to rebuild trust?
10. How could the supervisor start the conversation to rebuild trust?
11. Write the opening statement from the supervisor perspective.
12. What pillar, if addressed sooner, could have prevented this situation?