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Facebook Posting: I Hate My Stupid Boss

Shanti Williams, HR manager at a large retailer received a Facebook friend invitation from Marisa Hernandez, a senior clerk in the company's finance department. She and Hernandez had attended the same high school several years ago and had only recently discovered they were employed at the same company. During high school, they had been in several classes together, and Williams readily remembered Hernandez. She had met Hernandez again at one of the retailer's training programs she had launched about three weeks ago. When Williams saw the Facebook request, she quickly accepted it.

A few months later, she saw a Facebook posting from Hernandez to her friends that read:

"I hate my stupid boss. My new boss is a total jerk and makes each day a big pain in the xxx. He treats us finance clerks like we are his slaves. I can't wait to leave this job because I would rather eat beans than spend another day working for a moron! Help!"

That evening after reading the posting, Williams did not sleep very well. She wondered what action she should take as HR manager against Hernandez, if any, about what she had read in the Facebook posting.

QUESTIONS

1. What issues does this Facebook incident raise about social media and the workplace:
(a) from the perspective of an employee, (2) from the perspective of management/
managers, and (3) from a legal perspective?
2. Should Shanti Williams have accepted the friend invitation? Why or why not?
3. If you were in Williams's position, what would you do now? Why?