

Marge replied, "We all know you're a highly professional worker and an attractive representative of the company. But we think the rule should apply to everyone." The others seemed to agree with Marge.

The next day Franko approached Helen and suggested changing her job duties, saying, "Helen, let's try you out at the confirmation desk. You can keep your current salary and hours and it will probably be a better fit for you." Helen objected, "Franko, I love meeting with people and I'm good at it. I don't want a strictly telephone job behind the scenes. All I'll be doing is confirming hotel and flight reservations. It would be boring, and I would go nuts."

1. What surface problems do you notice?
2. What are the underlying root problems?
3. If you were Helen, what would you do?
4. If you were Franko, what would you do?

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