

- Narrator:* This additional video further explores the topics addressed in this episode. Watch the video and then consider the discussion questions that follow.
- Elizabeth:* So that's about all I had. Ethel, the floor's all yours.
- Ethel:* Thanks. Okay, these are the performance evaluations for the entire staff at Can Go. Maria, you did a great job updating the forms, but I think there's still a problem, which has nothing to do with the actual form itself. Our staff is too good.
- Clark:* What are you talking about?
- Ethel:* It's a real problem. Our staff is full of wonderful people that constitute a real brain trust, which means that everyone in this organization is due for a promotion and a raise. It'll be a first in the history of business; we'll have a company full of managers that tell each other what to do and nothing will ever get done.
- Clark:* Well if you're all quite done, I'm ready to-
- Ethel:* No, we're not done. Clark, have a seat. I listen to you when you drone on endlessly.
- Now there's no one in this company that received less than a three, and most people received a four, which means that this company is going to be ground into dust if we have to keep paying the kinds of raises that these evaluations demand.
- Maria:* Ethel is right, if we don't discriminate in circling the numbers the scale means nothing.
- Clark:* I never know which one to circle. If someone is between a four and a five I would give them a five, give them the benefit of the doubt.
- Andrew:* That's because you're a glass half-full type of guy.
- Clark:* I hate these scales. Isn't there some other way of rating personnel?
- Elizabeth:* What, like pass-fail, fired or promoted? You want it that cut and dried?
- Clark:* No, not necessarily, just something-
- Maria:* We need to find a compromise.

*Elizabeth:* I think so.

*Clark:* Absolutely.

*Maria:* I do.

*Warren:* Can't we make it one through ten instead of one through five, so we can have some-

*Maria:* I've put it out there and I'm not coming up with it, so-

*Narrator:* Now take a look at the discussion questions. These questions will ask you to apply what you've learned in this episode to this case video.

*[End of Audio]*