

*Elizabeth:* -and it involves getting into a new market.

*Gail:* Okay, let's go to it.

*Andrew:* If the main issue is control, there's ways to protect ourselves and our interests.

*Elizabeth:* This is my company.

*Maria:* And if heads are going to roll, they say start at the top.

*Warren:* Yes!

*Narrator:* Welcome to the Mastering Management episode "Performance Appraisal".

*Gail:* You look green.

*Nick:* I'm okay. Thanks, Gail.

*Gail:* Why are you sitting here?

*Nick:* Just gathering myself, you know.

*Gail:* Well come on. We're late; let's go.

*Nick:* Maybe I, um – maybe I should go home today, huh? What do you think?

*Gail:* What's wrong with you?

*Nick:* I'm getting my performance evaluation from the Coach, okay?

*Gail:* Oh, come – all right. Open the window.

*Nick:* No.

*Gail:* Come on, get – come on, Nick, get out of the car.

*Nick:* I can't hear you.

*Gail:* Are you done?

What is wrong with you?

*Nick:* You don't understand, Gail! He's going to kill me!

*Gail:* Oh, come on. All right, why do you say that?

*Nick:* Why do – why do I say-

*Gail:* Yeah.

*Nick:* Why do I say that? Okay.

*Gail:* You're so overdramatic.

*Nick:* I will tell you why. Because he knows I was on duty when the servers crashed more than a few times, okay?

*Gail:* All right, what was it, a computer error?

*Nick:* No. All right, maybe I should've paid more attention than I did. But what am I supposed to do, Gail, sit there and stare at the monitor for eight hours a day?

And then there was the time that – that I messed up the computer database. Remember that?

*Gail:* That was you?

*Nick:* And it crashed for two days. Yeah, and it lost all my stuff, made me fall behind.

*Gail:* All right, look, maybe-

*Nick:* I mean, I get along with everybody, right? I mean people like me. I keep the energy up in an otherwise dull kind of job, right?

*Gail:* Yeah. You're a real inspiration.

*Nick:* I am, aren't I? Huh? *[Laughs]* Of course I am. He's got to see that, right? Thank you so much. Thank you so much.

*Gail:* *Ugh!* God.

*[Change Scenery]*

*Nick:* Sorry. Sorry.

So, Coach, you want – you want to see me?

*Warren:* Yeah, Nick. We've just got to, you know, see how you're doing.

*Nick:* Yeah, well, everything – everything's great. Thanks, Coach.

*Warren:* Nick, I mean, you know, officially.

*Nick:* Yeah. *[Laughs]*

*Warren:* Let's just get through this, all right? Let's see. First we've got quantity of work. It was good; I gave you a three. Quality of work. That was – that was good too; I gave you a three there too. Appearance, um – um, yeah, you know, you look fine.

*Nick:* Yeah?

*Warren:* Yeah. Yeah. I gave you a four. Attitude, three. I mean, you know, it's good. Things are good. You know, I mean there's always room for, you know, just – just keep an eye on the services, okay?

*Nick:* You've got it, Coach. You've got it.

*Warren:* I mean there's nothing really terrible, except maybe some of your jokes. You know, you could use some new material.

*Nick:* Oh you. Oh you. *[Laughs]*

*Warren:* What can I say? Good work.

*Nick:* Thank you, Coach. Is, uh, is that it?

*Warren:* Yeah, I'll see you around.

*Nick:* Okay.

*[Change Scenery]*

*Gail:* So how'd it go?

*Nick:* Huh? Oh, oh. Great! Great! *[Laughs]* I don't know what I was worried about, Gail; I really don't. Hang onto that for me, would you, Gail? Thanks.

*Gail:* Unbelievable. That is unbelievable.

*Narrator:* Now move onto the brief summary of concepts and then to the interactive exercises.

*[End of Audio]*