

Misleading Product Delivery Time

You work for a small communications company and have a boss that manages by crisis. You arrive at work and are told that to quickly gather the equipment you need for a client a one hour drive away and that you're responsible for training a new employee. As you gather the equipment you soon discover that everything you need to complete the job is not ready. An hour's worth of work still needs to be completed and unbeknownst to you, your client was promised that you'd be at the work site no later than 9:00 A.M.

While completing the unfinished prep work, the client repeatedly called your boss, asked if you had left and was told that you left a while ago. This information was not communicated to you. Finally, at 12:00 noon, your work is completed and you leave with your new trainee for the hour-long drive to the client's location. Your client is one of your favorite clients that you work with regularly.

Upon arriving at the client you're confronted by an angry and swearing manager who tells you to leave the equipment and get out because he's tired of being lied to. After you apologize for something you're not even sure you did, the client calms down and explains that he was promised you'd be there at 9:00 A.M. by your boss.

What would you do? Would you:

- A. Do nothing?
- B. Inform the client that the boss provided mistaken information

Why?

If you respond, "Do nothing" what would you do if?

- A. You realize that perhaps by being honest with the client there's a chance your company won't lose their business?
- B. By being honest, you're being true to yourself and your client?
- C. You're conscious of the fact that you're training another employee and their future behavior at the business may be influenced by how you handle this difficult situation?

If you respond "inform the client that the boss provided mistaken information" what would you do if?

- A. By telling the client the truth, he relays this information to your boss who fires you?
- B. By telling the truth you only anger him further in a sticky situation and make the situation worse?
- C. There had been times in the past where you hadn't necessarily been completely truthful to client when you didn't arrive on time because of factors you could control?