

Contact point 1

Jack calls your advice line, he has listened to the introduction message and begins the conversation with this statement :

“I’ve just listened to your introduction message saying people aren’t allowed to harass you. What’s wrong with people these days, you are working with the public and people get angry, get over it. I don’t need told you don’t accept harassment before I even speak to anyone. I’ve got a demand of you too, I want a reasonable adjustment and you need to make one, OK. And a reminder, you work for me, I’m your boss, you are a public servant.”

Discussion points

**What do you feel requires to be addressed here and what tools could you use?
How would you respond to the points in this statement?**



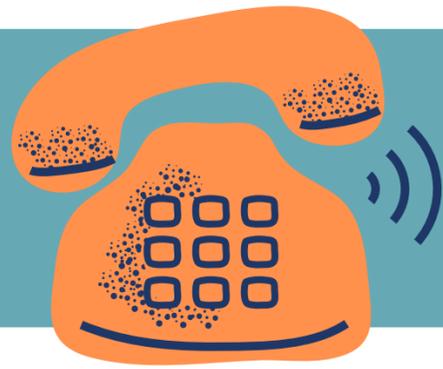
Contact point 2

You have received an email from Jack stating:

“I have filled in your complaint form you should have this now.
I have just got a message saying it will be 5 days before you get back in touch. Get a Manager to get back to me immediately.
Is this some kind of joke, this matter is urgent, you are corrupt, you are meant to be working for me so get on with it RIGHT NOW.”

Discussion points

**What do you feel requires to be addressed here and what tools could you use?
How would you respond to the points in this statement?**



Contact point 3

You have received another email from Jack stating:

“OK, you’ve had 24 hours and you’ve done nothing. I am coming down to your office myself at noon, you haven’t seen anything yet in terms of the aggression that you have accused me of but you sure will.”

Discussion points

**What do you feel requires to be addressed here and what tools could you use?
How would you respond to the points in this statement?**