

# Alice in CubicleLand (my favorite assignment)

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# The Setting:

- *Alice works for ABC company, which provides accounting and payroll support for a variety of clients.*
- *Alice's work environment consists of a large room with six cubicles pushed together, where she and her five co-workers sit from 8-5.*

# The twist:

- *Most of her colleagues are able to work solely via email; Alice has the only set of customers who require almost daily telephone contact.*
- *This set of customers has the most detailed and difficult requirements of all of the company's customers.*

# The co-workers:

- *Talk aloud among themselves about the emails they have received, about the amount of work they have, and also a great deal about their personal lives.*
- *Two troll social media daily and talk about it. This chatter goes on all day.*

# The boss:

- *Hides behind his door and emerges only to go to lunch*
- *Believes that being professional means working 8-5*
- *Manages by email although his office is 20 feet away*
- *Gives no other guidance*
- *Is afraid of women*

# The clients:

- *Have a hard time hearing Alice*
- *Can hear the others*
- *Have commented on lack of professionalism*
- *Have commented that he didn't give a damn about Katy Perry; he wanted to know what his monthly revenue was*

# Short-term solution:

- *Alice has been reserving the conference room three days a week to be able to hold private phone calls*
- *The others are complaining about her in front of her because she has done so.*

# Alice's additional issues:

- *Has frequent migraines*
- *Commutes 90 minutes each way*
- *Has an unemployed husband*
- *Can't leave the company for another year due to contractual aspects*

# Goal of conversation with boss:

- *Telecommute two days a week*
- *Get a private office*
- *Have him speak to the coworkers about lack of professionalism*

# Goal of conversation with co-workers

- *Gain understanding of why she has reserved conference room*
- *Be included*
- *Have them be quieter*
- *Have them stop the non-work-related chatter*

# Assignment:

Draft out the communication strategy you would use to hold these conversations. Include the following:

- BATNA
- Audience analysis
  - Tone
  - Point of view
- Persuasion topics

# Assignment continued:

- Resistance point for you
- Resistance point for them
  - Created value
- Script for beginning the conversation