

## Kevin's Story Scenario

Name \_\_\_\_\_

Date \_\_\_\_\_

### Directions:

Please read the following scenario and answer the following questions.

**Scenario:** *Kevin works as a courtesy clerk at Market of Choice. Kevin has just finished the tasks of bringing in carts from the parking lot and is now bagging groceries for customers. Kevin's supervisor, Mark has just entered the front door of the store. He walks over to Kevin and says, "Kevin, I need you to bring in carts from the parking lot." Kevin replies, "Mark, I just finished that task, shouldn't I be doing something else?"*

1. Please describe Kevin's issue in your own words. Is this a valid concern? \_\_\_\_

---

---

---

2. Where does Kevin's behavior fall on the 5-point scale? Please explain? \_\_\_\_\_

---

---

---

3. Why would Mark ask Kevin to complete a task that has already been completed? \_\_\_\_\_

---

---

---

4. What are the consequences of Kevin's behavior? \_\_\_\_\_

---

---

---

5. What is another way Kevin can respond? \_\_\_\_\_

---

---

---