Professional Etiquette Case Study

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Case Study

Due to budget restrictions 2 AmeriCorps access programs in two different high schools will need to integrate services prior to the beginning of the school year. Two AmeriCorps volunteers, from each school (4 total) have been diligently working to put a plan together that would honor both schools original programs and strengths. The final proposal was successful submitted ahead of schedule both schools were satisfied with this collaborative plan to merge offices, resources and the like.

After the proposal was submitted one AmeriCorp volunteer meets with the Vice President who has been identified to lead the merger and its success. The volunteer explains that the plan will not work and it’s not in the best interest for the staff or successful delivery of services. The AmeriCorp volunteer did not inform her supervisor nor did she tell the remaining 3 volunteers who had been working on the plan over the last 3 months. Needless to say everyone was surprised and felt betrayed. The Vice President of programs gave permission for the “new” plan to move forward even though this plan may displace positions and was not in alignment the plan submitted by the team.

The Site Coordinator confronts the AmeriCorp volunteer and explains that this is a conflict and all four volunteers need to meet to get the plan back on track. The AmeriCorp volunteer believes her plan is the best for the schools and is caviler about what the team and the site coordinator thinks and feels. After the conversation with the site coordinator she tweets, “my colleagues just don’t understand” and later she is overheard talking to a parent about how everyone is against her, how she is ready to move on to more responsibility. She also shared that she has a personal relationship with the Vice President and she plans to utilize that relationship.

Things to consider
What are some elements that stick out to you?
What are some infractions to etiquette?
What would you do?
How will you respond if you were one of the volunteers?
Site coordinator?
Vice President?
Parent?