

HANG ON A MINUTE...



Sam knew she was under pressure. She'd have to choose her words carefully.

"Sam, I've read through Kate's memo and your draft response" said John flicking through a three-page paper, from Kate, a senior manager, "and I agree with you that we just can't endorse this. It would be completely inappropriate – you've identified the reasons why. So, I'm comfortable with this approach."

"OK." Sam nodded – she was quietly pleased that Kate didn't get her own way this time as she usually managed to, and that she had her manager's support. She took the memo off John's hands and set off down the stairs to Kate's office. 'Yes', thought Sam, I'm sure she'll live with it - it's not like this place has money to burn.'

Kate was sitting reading at her desk when Sam walked in. "Sam! What can I do for you?" Kate smiled and motioned for Sam to take a seat.

"Hi Kate. Well..." Sam explained the situation, choosing her words carefully. As she spoke, she noticed Kate's face drop, then turn red. Finally, she shouted "I am totally astounded at you people - I can't believe it! Hang on a minute." Suddenly, Kate stood up, stormed across the room towards her door and motioned for others working outside to come in. The next minute, five of Kate's staff entered the office.

"Now, Sam," said Kate in a stern voice, "I want you to explain to my team why you aren't going to agree with my proposal. You tell them why their project won't get funding!"

Sam looked around. Everyone in the room had their arms folded and was glaring at her - obviously waiting for her to answer. Sam felt very uneasy as she struggled to find the right words with which to respond...