

## Emergency Managers Professional Workshop

# Difficult Boss

## Roleplay

### Objective

By the end of this activity participants will be able to identify good and bad responses to a difficult boss in a mutual aid scenario.

### Scenario

## Difficult Boss

### Scenario

**Boss** is upset that you have plans to be away at another campus for more than 2 weeks to support another campus' emergency (wildfire). The holiday break is coming up, and he has an end-of-year presentation that he needs to provide to senior leadership.

### Bob Charbonneau (Boss)

"This is ridiculous! We don't have the money to pay for your travel. UC Santa Barbara should be buying your airplane ticket, and paying for your hotel. I have no guarantees they will send money. And I don't know why you're going there, either. We have real issues happening here, and you don't have a backup. On top of that, I haven't started on **my** presentation for the Chancellor's cabinet, and I need you to work on the earthquake plan slides for me. If you go, you need to take vacation time, and pay for your own travel."

### James Caesar (Bad example)

#### Bad example:

- Do your own slides!
- Nothing ever happens here, what's your problem?
- We never get to go out
- Earthquake plans are not as important as a real wildfire!
- I finally a chance to do real work, and you want to be a coward about it?
- Your lack of planning doesn't constitute a real emergency for me

### Lisa Martin (Good example)

#### Good example:

- **Thanks** for the message, can we meet to discuss? I can be there in 30 minutes to talk.
- You are raising **good points**
- It is critical we do what we can to support other campuses. We too may need to be supported at some point
- I understand there is a financial impact, but the **reputational** "goodness" and opportunity for training far exceeds the nominal cost (in travel and time)
- This is an excellent **training** opportunity that will benefit our campus
- I can work on those earthquake slides **on the way up**. I'll have those ready within 48 hours of arrival for us to look at.
- If there is an emergency here, I **can be back** within 6 hours
- This will provide **staffing from other campuses** to us if we need it (if we give help, we get help)
- We are **all part of the UC** system, we're not a single campus onto ourselves (need to start support others)
- We have a mutual aid **agreement**