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
Bob 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