

Name _____

Date _____

GPS Standards: BMA-IBT1.3 BMA-IBT-4.4

Problem:

Help! I'm a financial advisor and my administrative assistant, Lucy, continually makes grammatical and punctuation errors in the emails she sends my clients. Her performance review is next month. I'm tempted to wait it out so that I don't bring it up out of the blue, but I'm afraid I may be losing business in the meantime. I hate confrontation and I don't want to make her unhappy. **What should I do?**

Alternative 1



Pros

Cons

Alternative 2



Pros

Cons

Option Chosen:

I would choose Alternative 1/Alternative 2 because.....

Possible Outcomes: