

## The Essential Employee – The Adventures of Carmen Senz



### End of Chapter Review

#### Chapter 1 – Getting Started

1. What were some of Carmen's actions that created a good first impression?
  - With the company?
  - With her co-workers?
  - With her boss?

#### Chapter 2 – Getting Results

1. What were some specific actions Carmen took to get results?
2. What did Carmen do to build her network of support? What resulted from those relationships?
3. What benefits did Carmen receive from working in Distribution? What were some potential problems that may have resulted from that action? How did Carmen address them?
4. How were learning about the company and its products helpful to Carmen?
5. What was the key lesson Carmen learned in this chapter?

#### Chapter 3 - Showing Enthusiasm

1. How did Carl react upon meeting Carmen for the first time? How did Carmen avoid escalating the conflict with Carl?
2. During the emergency meeting, Carmen shifted from her negative thinking and started asking questions. What drove her to the negative thinking? What might have happened if she had not made that shift?
3. What did Carmen do to neutralize the situation with Engineering?
4. How did Carmen show enthusiasm for the company and her position?
5. How did Carmen use her skills effectively, even though she was new to Utmost Corporation?

#### Chapter 4 – Attitude is Everything

1. What were some ways Carmen stayed organized and focused on the job?
2. What mistakes did Carmen make that led to the records room mishap?

3. How did Carmen handle the issue with Scott in the records room? What could she have done differently, if anything?
4. What might have happened if Carmen had become defensive when she met with her boss about the records room situation? What actions might she have taken differently?
5. What did Carmen do when meeting with her boss about the records room—and afterwards—that showed she had the right attitude?
6. How did Carmen handle Carl's negativity about her rookie mistake?

### **Chapter 5 – Being Cooperative**

1. How did Carmen shift her thinking about working with Carl?
2. When Carmen had to work with Carl on the users guide; what did she do that helped them be successful?
3. What were some of the things Carmen did to show others she was a cooperative and trusted team member?

### **Chapter 6 – Having Honor**

1. What might have happened if Carmen had taken Carl's bait to be fearful and angry of the impending merger? How did she handle Carl in that situation?
2. What specific behaviors showed that Carmen had honor for her choices and her employer?

### **Chapter 7 – The 6-Month Review**

1. What were some key events of the team meeting to discuss Topnotch Corporation and the potential merger?
2. What did Carmen learn at that meeting about her own work practices? What were the results of her procrastination? How might she improve them in the future?
3. What did Carmen do to prepare for her six month review?
4. What were some of Carmen's behaviors and actions mentioned by her boss during the six month review?
5. What does each letter in REACH stand for in the context of being an essential employee?
6. How did Carmen handle her review with Topnotch Corporation differently than Carl?

### Chapter 8 – The Merger

1. How did Carl react to the upcoming merger, and what were some of his specific actions? What were the pros and cons of Carl's approach?
2. How did Carmen react to the upcoming merger and what actions did she take to get ready?
3. How did the Topnotch Corporation leaders handle the merger details? What were the pros and cons of their approach?
4. Which of the REACH elements best describes Carmen's reaction to the news about the two positions she is being offered?

### Chapter 9 – Review and Assessment

1. Describe several of Carmen's actions in each of the REACH areas (some key elements of each area are defined below).

#### Results

- Be motivated
- Accept increasing responsibility
- Look for opportunities to contribute
- Wear many hats
- Prioritize and juggle tasks
- Give your best effort

#### Enthusiasm

- Show passion for what you do
- Commit to making the company succeed
- Know how your job and actions contribute to company success
- Learn about the entire company and what each department or component does
- Do what it takes to get the job done

#### Attitude

- Stay positive
- Wear a smile that says you like working and have pride in your organization
- Be contagious with your confidence and energy
- Be open to feedback and avoid defensiveness
- Learn from your mistakes and try not to repeat them
- Learn to laugh at yourself while staying professional

#### Cooperation

- Work well with others. This may take planning!
- Be polite, compassionate, respectful, and non-competitive
- Pitch in when needed. Make sure you contribute your fair share.
- Appreciate diversity. Try to learn something new from each person you work with.
- Ask questions and be open about your concerns and issues
- Give credit where credit is due—even if others don't

#### Honor

- Act and speak with unquestionable integrity
- Trust others and be trustworthy
- Be authentic and honest

#### **What NOT to do**

1. Identify one specific situation from the book that reflects a poor attitude.
2. Identify one specific situation from the book that reflects a lack of teamwork.
3. Identify one specific situation from the book that reflects dishonesty, untrustworthiness, or game-playing.
4. Complete the assessment and discuss results. What is your strength when it comes to being an essential employee? What could you improve to become even more essential?