

## **ADDITIONAL CASE STUDIES – SCENARIO 4**

**WHAT?!**  
**HE'S STILL TAKING AN HOUR FOR LUNCH.**  
**I CLEARLY TOLD HIM 30 MINUTES!!**

The student appears to be an open, pleasant sort of person. He is always polite and accepts feedback without taking offence. However, he rarely follows through on behavioural changes he promises to make. He is well liked by the clients and his teammates. The supervisor feels frustrated because this student seems ideal on the surface. (B. Gaipman & A. Anthony, 1993)

### **Traps**

- The supervisor overlooks the problems since the student is so well liked by others.
- The supervisor's frustrations interfere with her effective delivery of feedback.
- The supervisor focuses on finding the reasons for the student's behaviour instead of emphasizing specific goals and clearly stating the expectations.

### **Guidelines**

- Acknowledge the student's strengths.
- Point out the negative aspects of his behaviour.
- Be direct – state the problem clearly.
- Give specific examples of the problem behaviours.