

But You Never Showed Me!

Remarks like “But you never showed me” or “I’ve never heard that” are defensive statements that shift the blame from you to someone else, usually your boss.

Joyce had worked as a cashier at Riddle’s Department Store for over two years. She was hired before its grand opening during her senior year in high school and now is looked upon as somewhat of an authority by her fellow cashiers, most of who have been hired within the past ten months.

This year Joyce was entitled to a two-week vacation. While she was on vacation, the store converted from the old-style cash registers to a new National Cash Register Computer-connected system that controls both price and inventory. When Joyce returned and was faced with a new cash register that was different from her old one, she decided to figure out how to use it on her own rather than ask one of the “new” people to show her. After all, this register had labels on all the keys; and a few of the keys obviously and nothing to do with ringing up the sales. In no time at all, Joyce was able to get the cash drawer open and ring out receipts.

All was going well until the manager called her in two days later to explain a shortage of \$386. After a few minutes of discussion, it became apparent that Joyce was ringing up her sales wrong, and the shortage was the least of her problems. It seems the inventory was thrown off, and it would require several hours of someone’s overtime to clear it up. When the manager asked Joyce why this happened, she answered, “I did my best.” “When I came back to work Monday, nobody showed me how to run the new register.”

Directions: Answer each of the following questions about Joyce’s problems.

1. Did Joyce really do her best? _____

2. What should Joyce have done to avoid the problems? _____

3. What do you think the store manager will say to Joyce? _____

4. What would you do? Who would you talk to? _____
