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IIMC CASE RESEARCH CENTER (IIMCCRC)

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CONVERSATIONS AT WORK

INTRODUCTION

The case presents episodes of conversations at work. They have been recreated based on several workplace experiences. The workplace is a fictionalized place, imagined to facilitate classroom discussion and learning. All episodes and excerpts of conversations are from one workplace. Given below is the background about the work place environment and various persons at the workplace.

Raji Prasad had just come back from a meeting. She caught herself wondering about what had just happened in the meeting. She had been promised by the President that a staff member, who was erring to the point of being insubordinate, would be called for a sit down and informed about his behavior, and that his behaviour needed to be changed. The meeting she had just come back from was for that. However, she was not sure this is what had happened, and this was not the first time such a thing was happening. Raji had been working at the Institute of Medical Training for a few months now.

Nimruji Jammulamadaka of the Indian Institute of Management Calcutta developed this case study as the basis for class discussion rather than to illustrate the effective or ineffective running of an organization.

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