

# Case Study Worksheet: Mixed Signals at Work

## Case Study: Mixed Signals at Work

Jordan and Taylor are co-workers at a busy clothing store. At the end of their shift, Taylor, the shift supervisor, tries to explain the steps for closing the store. Jordan is new and unsure of the procedure.

As Taylor speaks, Jordan looks around the store, checks their phone, and nods vaguely. Taylor speaks quickly, assumes Jordan understands, and leaves before checking in. The next morning, the store manager finds that several closing tasks were done incorrectly.

The manager calls both employees into the office. Jordan says, "I wasn't totally sure what to do, but Taylor seemed rushed and didn't really explain everything. I didn't want to seem like I wasn't listening." Taylor responds, "I thought Jordan had it - they were nodding the whole time. I figured it was common sense."

**1. What communication problems occurred between Jordan and Taylor?**

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**2. How could Taylor have given clearer instructions?**

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**3. What could Jordan have done to clarify their understanding?**

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**4. What non-verbal cues played a role in the miscommunication?**

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5. How could this situation be avoided in the future?

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