

**Case File:**

# The Naughty or Just Not Nice?

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**Issued by:** PREXcoaching®

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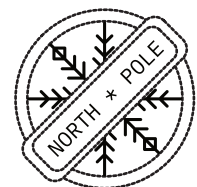
**Briefing:**

It's the most wonderful time of the year, though it seems that troubles have hit paradise, as North Pole Operations have been brought to a halt due to an unexpected rise in employee dissatisfaction.

An urgent meeting to renegotiate working conditions has been called for out of the blue by Rudolph Rednose, Head of the Reindeer Union, and Elfis McFrost, Head of the Elf Union, leaving good old Santa astounded.

Ideally, the meeting is attended by all three parties, each presenting their Statement of Position. Alternatively, Santa may hold the meeting with each aggrieved party individually, or an HR mediator may be introduced to supervise the negotiations. If necessary, additional union members may participate in the meeting, advocating their corresponding point of view.

Will Christmas be saved by keeping North Pole Operations up and running, or will the world face the dire consequences of the involved parties' poor negotiating skills?



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**Name:** Santa Claus

**Title:** Chief Ho-Ho-Ho Officer

**Statement of Position:**

It's Christmas time, your favorite time of the year. Everyone is in the holiday mood. The elves are in their little workshops, getting presents ready for the little ones. The reindeer can't wait to embark on yet another wonderful journey. All is great on the jolly old North Pole.

Except... The elves and the reindeer have called for an urgent meeting. They are demanding to discuss the Terms & Conditions of your future cooperation. You cannot understand why? The reindeer get free food all year round, and the elves get free housing too. They only work before or on Christmas and have the rest of the year free.

What could they possibly want? Ho, ho... ho?



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**Name:** Elfis McFrost

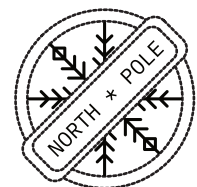
**Title:** Head of Elf Union

**Statement of Position:**

As the Head Elf for the Naughty & Nice List, you have also been chosen as the Head of the Elf Union to sort out the details of this unfortunate matter. To put a long story short, the elves are understaffed, underpaid ("non-paid" to be exact), and overloaded with work. You receive no pay but work 24/7 to meet the demands of an ever-increasing population of the young ones. You have no time to rest, so everyone is physically and emotionally exhausted. And above all, there is no room for any mistakes, so the pressure has become unbearable. An easy-going "ho, ho, ho," followed by a warm smile, simply does not work for you anymore.

You would like to get a decent remuneration for your work, eight-hour flexible work time, and paid overtime. In addition, some health insurance would also be nice because potential hazards at the workshop are lurking from every nook and cranny. And that's only the beginning..

What other demands do you have?



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**Name:** Rudolph Rednose

**Title:** Head of Reindeer Union

**Statement of Position:**

It's Christmas time, again. Once again, you'll have to defy all laws of physics to take the fat guy on a speed trip around the globe. Without any pay. Without any breaks. Without any objections. And under an extremely tight deadline. And as if the old guy is not heavy enough, you have to take all the presents, but seriously, every single present along because if even one child gets left without a gift, the whole Christmas will be ruined. You feel sorry about that, but this is not your problem.

You would like to get paid for your job, and make it a week-long journey, with enough stops to take rest and drink or eat something. And that's only the beginning...

What other demands do you have?

