

**1. What would you say next to Toya? How would you meet your ethical responsibilities as her mother and also adapt to her need for reassurance?**

- I would first reassure her fear and let her know nobody is talking about her behind her back and I would also say that the company gives new hires an opportunity to get a little comfortable with the company and they evaluate. I would then go into the topic of wanting her to be the best at the job so that she can be very successful, not that she isn't doing well. I would then apologize for not leaving holes in my statement that might have caused some confusion. Reassurance doesn't always have to be giving someone unlimited compliments to boost their ego. I believe that simply letting her know she's safe and nobody is talking about her while she isn't around is reassurance enough. Also reassuring her that they just want her to be the best as a whole and they care about her as an employee. She holds great qualities and she can improve in an area to make her an even more amazing employee.

**2. What responsibilities do you have to Toya, to your supervisor, and to the company? How can you reflect thoroughly about potential tensions between these responsibilities?**

- The responsibilities I have to Toya are to help her understand, guide her, and mentor her on this new opportunity. To my supervisor my responsibilities are to mentor her and "help her learn the ropes of the job", and my responsibilities to the company are to be the best employee I can be, give back by helping the newcomers, and be a respectful attentive mentor. There are definitely potential red flags with the obvious tension that rises from Toya feeling attacked by any minor inconveniences pertaining to her actions or herself in general or semi-negative comments that are really just respectful constructive criticism. I believe in a workplace this is a difficult trait to have because you are 100% going to receive constructive criticism if it is needed which can cause conflict between employee to manager or even employee to customers. As we know customers definitely have been known to tell an employee off for their boss, I would say that's the biggest worry.

**3. How would your communication differ if you acted according to a linear model of communication, as opposed to a transactional one?**

- I would honestly say that a Linear model of communication is appropriate for the workplace, a sports team, class, etc. I feel if you are being taught something or working under someone else this is what you go into the job or opportunity knowing that someone can give you this criticism. Now if it becomes disrespectful

is when you have the right to speak up for yourself. But truthfully I feel communication is about how the other person is going to take it so I feel that if they did approach the situation in a Linear model she would have taken it as a big attack and felt belittled especially if there's already an issue there. This conversation definitely went the transactional way which is also a very effective way of communication especially with someone who does have an issue accepting or receiving criticism. If I went the Linear approach she definitely would have felt some sort of anxiety thinking everyone hates her or she's not doing enough. It sounded like she relies a lot on communication hence when she said "Nobody's said anything to me" which sounds like she also waits for the opinion of others to know if she's okay. The transactional approach is perfect because it allows her to ask the questions she needs to ease her mind and hopefully get the answer she needs as well.