

- This morning Nikos Takakis received the following e-mail from Valerie Harper, Personal Assistant to Carl Thomson. Valerie joined Livewire just over a year ago. In the beginning, she seemed to be an outstanding employee, but more recently she has been having difficulties working with Carl.

To ..	Nikos Takakis
From...	Valerie Harper
Subject:	Complaint about Carl Thomson

I would like to make a formal complaint about Carl Thomson.

- 1 As you know, I became his PA about a year ago. In the beginning our business relationship was very good. However, he wanted to have a personal relationship with me as well. It seems he was lonely following his divorce. I told him I was not interested in such an arrangement.
- 2 After I refused him, he completely changed his attitude towards me. He gave me orders rather than polite instructions. He criticised me if I made the smallest mistake and never praised me for good work. He also expected me to do hours of unpaid overtime. I felt constantly under pressure.
- 3 Because I no longer enjoyed my work, I applied for a vacancy in Accounts. Even though I am well-qualified in this area, I was not short-listed for interview.
- 4 I believe my application was unsuccessful because Carl Thomson wrote an unfavourable report on my work. He seems to have no integrity.
- 5 If I do not get a promotion in Livewire very soon, I will have to leave the company.

Please let me know what you will do to improve my situation.

Task

You are members of Livewire's board of directors.

- 1 Hold a meeting to discuss what action to take on the following issues:
 - a) Carl's relationship with Monica Kaminsky, Design Manager for a rival company.
 - b) his advice to a friend to buy shares in Livewire.
 - c) the possible leak of information concerning the can opener.
 - d) Valerie Harper's e-mail.
- 2  After finishing your meeting, listen to a conversation between Carl Thomson and Monica Kaminsky and make notes. Does it affect your decisions about any of the issues above?

Writing

Write a letter to Carl Thomson informing him of any action you are going to take concerning him, together with your reasons.

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