

## **A Co-Worker Conflict (Part 1)**

**(Story words: worker, manager, customers)**

Ben had a job he loved at Good Wheels Bikes. Ben worked in the back of the shop, fixing bikes that came in for repair and doing the final check on every bike the shop put together and sold.

Often people did not clean or maintain their bikes. They rode their bikes in rain and mud and neglected to wipe them down. Over time, the chains and gears would accumulate a lot of rust which would prevent them from working well.

Sometimes a bike needed new brakes, but sometimes the wires connecting the brakes to the wheels just needed to be tightened. Ben had always liked working on his own bike, and he liked diagnosing and fixing the problems of all the bikes that came into Good Wheels.

Most times, Good Wheels had two people to work on repairs, Sam and Ben. But Sam had been gone for the last two weeks while he was on a long bike trip with friends in Wisconsin.

Owen, the manager, asked Phil to help Ben so that they would not get behind. Phil was trained in bike repair but rushed through the jobs. He seemed to be distracted by his phone. He left rags and wrenches on the shop floor.

When Phil was working on the sales floor, he was motivated. He liked discussing the bikes with customers. He was good at answering questions and demonstrating how the equipment worked. He took pride in making sales each day—for bikes, helmets, baskets, and other equipment.

