Chapter 23

How Did I Miss the Meeting?

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Keywords: planning.

Key OB Topics: cultural diversity, planning.

The narrative:

Susan was preparing to take part in an on-line meeting that she thought was scheduled to begin at 2 p.m. She was calling from Europe, and checked the time zone of the city in the United States that she was planning to call. She didn't realize that the particular town that she was calling did not observe daylight saving time, and so she missed the entire meeting.

At what she thought was 2 p.m., she called the city in the United States. Susan was put through to the meeting call, introduced herself, and proceeded to speak. Some of the members of the group tried to interrupt her until they got their point across that the meeting had already ended, and that she had missed it.

Reflection

This story illustrates the importance of detailed planning before taking part in an online meeting.

Questions

- What, if anything, should Susan have done differently?
- What should Susan do now? Please explain your answer.