Chapter 3

Where Are We Going?

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Key OB Topics: planning.

The narrative:

Two coworkers were preparing to drive to a meeting. They were all ready to go, had collected all their material, and were getting into their car, determined to arrive at their client's house on time. They packed up the car and once again checked that all their material was in the car. Once they entered the car, the one coworker asked "Where are we going?" Neither coworker could remember the client's name or the client's address.

Reflection

This story illustrates the importance of both having clear goals and paying attention to details when planning an activity.

Questions

- Why do you think the coworkers forgot the client's name and address?
- What would you have done, if you were one of the coworkers, to ensure that you remember the client's name and address?