

Situational Management Scenario

It has been a busy day in the practice things had been running well. Until that was James, one of your senior vets has reportedly exploded in anger at a colleague. He has stormed from the building and one of the junior vets, Sarah Jane, is in tears.

Your head nurse has told you about this situation that has just occurred and everyone seems very upset. According to her, the following took place:

James's allotted time in the X-rays room had been delayed by over an hour. This meant that his animal, which was sedated and ready to go on time, will not be able to have the scheduled surgery today.

James, who had been becoming increasingly irritated, finally blew up in the public prep room. According to your head nurse (who has been on the wrong end of a verbal torrent from James previously), he made comments disparaging Sarah Jane's performance and making personally hurtful comments including apparently calling her a "dim blonde airhead" and demanding to know "why she took his slot, ruining his day".

The head nurse tells you that Sarah Jane did enter the X-ray room ahead of her slot, however the X-ray order list had been accidentally rubbed off in error by a junior nurse and then rewritten. Unfortunately, James's procedure was not refilled onto the board.

The nurse responsible for scheduling did try to apologise and explain the problem but James has also rebuked her as "unprofessional and incompetent". He then stormed out of the prep room. This is not the first time that this has occurred.

James is the high grossing member of the team the husband of Ellie, your lead surgeon and second highest grossing team member. Ellie is a model team member. Between them, they deliver over half of the revenue currently being generated in the clinic.

How will you proceed?

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