

CASE STUDY 1

Pat: Prof, I need to switch groups.

Prof: I'm surprised to hear that – your group seems to be working so well together.

Pat: Well – I don't know how to tell you this exactly....Anyway, last night I received a lot of obscene and vulgar comments on Instant Messenger. Here, I printed them out.

Prof: (reading through the material) Wow, I see what you mean.

Pat: The messages looked like they were anonymous. But I found out that it was really one of my group members. Worse, I even think that Chris knew I'd find out!

Prof: Ouch!

Pat: I want out of Chris' group!

Overnight

Chris: I can't believe Pat came to you before even saying anything to me – that violated our ground rules about trying to settle things ourselves first! It turns out it was a practical joke by Pat's best friend who somehow got my password...I didn't even know about it. I feel betrayed by Pat – it's going to be hard to work with him.