

Assumption 3

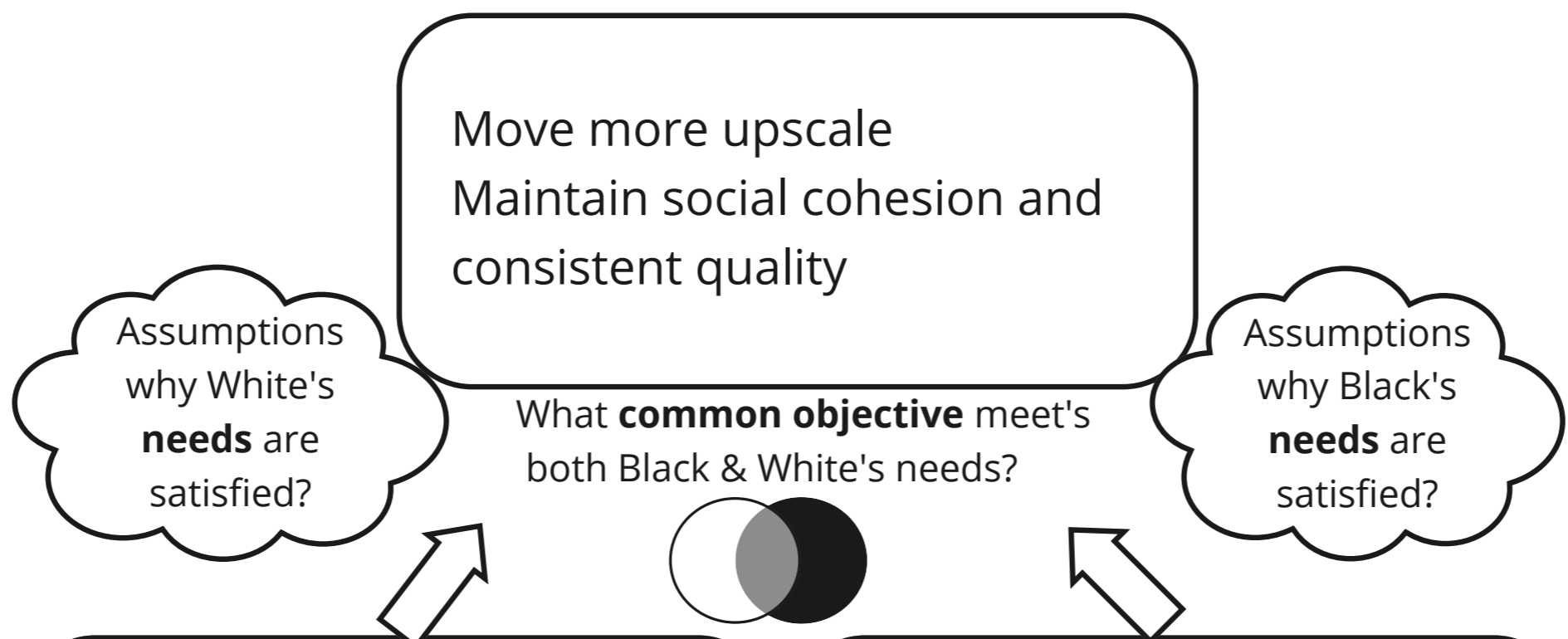
Assumption 2

Assumption 1

Assumption 3

Assumption 2

Assumption 1



People cohesion
Encourage cohesion, collaborative

Maintain high quality standards
Increase food safety practices

Reasons why we feel White's **need** satisfies White's **want**?

Reasons why we feel Black's **need** satisfies Black's **want**?

What's White's main **need**?

What's Black's main **need**?

hiring new people adds uncertainty; maybe other team challenges

Reason 3

down time & incr turnover

Reason 2

Reason 1

need to be strict to maintain consistent quality

Reason 3

Talks work for ~1 week, but then go back to same state

Reason 2

Reason 1

Kitchen staff agree on splitting responsibilities, delegating, personal ownership / autonomy

Kitchen staff to follow rules
Standard Operating Procedures
Replace with new staff

What does White **want**?

What does Black **want**?

Ava (front-house)
Person or Group White

Brianna (back-house)
Person or Group Black