



# ASCEND NATIONAL COHORT

Defining Moments. Transformational Growth.

A PROGRAM OF THE FOSTER SCHOOL OF BUSINESS

## HIRING FOR SCALING VIDEO CASE STUDY

1. How did he do with the hiring process? What did he do well? Was there anything missing? How might he improve the process in the future?
2. Is this hire very important? Why?
3. What is his dilemma? What should he be most concerned about? Why?
4. Would you doubt yourself in Helmick's position? Why?

### DECISION

5. What do you think of the decision to change the reporting relationship so that the account manager now reports to the Helmick's cofounder?
6. Why do you think they were hesitant to fire her right away? Were their reservations legitimate?

### RESULTS

7. How does their decision change things?
8. How do you think their actions affected other Algentis employees?

9. What do you think about the way to co-founders handled the termination? What did they do that was particularly effective?
  
10. What did the responses of other employees and customers tell them about their decision?
  
11. How might customers view the loss of a critical relationship manager?