**Module 3: Feedback Exercise[[1]](#footnote-1)**

**Case Study**

Zainab started working as a caseworker at your organization over one year ago. You have seen her grow in her skills as a caseworker and she has always been committed to her work with children. A month ago, however, two caseworkers left the team and Zainab’s caseload increased significantly.

Last week, when you asked Zainab about a problem with a referral, she snapped at you saying that she does not have the time to figure it out.

Other caseworkers have been coming to you complaining about Zainab saying she has becoming increasingly difficult to work with. You have also noticed that she has been missing a lot of documentation in case files and has missed follow-up sessions with three children. You are concerned about Zainab and about the impact it seems to be having on colleagues and children.

1. It is suggested that the facilitator adapt this role play case study according to the local context. [↑](#footnote-ref-1)