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Workplace Dispute Exercise

Dr. Clare Fowler



Contracting vs Sales

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PharmCo



PharmCo is the 4th largest pharmaceutical company in the world, hoping to be 3rd by end of the year. They have 4 factories around the world. Currently there is infighting between Contracting and Sales, plummeting profits.



The Last Straw

One of many incidents: last month your sales rep was in Frankfurt, and had just signed a multi-million, 10 year deal. She had worked with the hospital staff for weeks to negotiate. When she called the office at 5:01 on a Friday night, Contracting saw the call come in and ignored it. Over the weekend, the hospital decided to cancel the deal.





Contracting



You are the rep for the Contracting Dept. You have an MBA, specializing in accounting, from Georgetown. The rest of your team is equally pedigreed in legal and finance. You used to feel challenged in this job. Now you feel like you are supposed to agree with everything the Sales team suggests. They flit around the world, shmoozing doctors, get all the credit, while you do the real work. You're sick of it and won't take any more calls from these debutantes.



Sales



You have a physics degree, but your true degree is in red eyes and traveling light. You have missed 4 out of 5 of your daughter's birthdays. You get paid well--and you work your butt off for it. You also get perks, sure--a nice dinner spent with grabby doctors, at 3am your time. But the jealousy is ridiculous. The nerds in the contracting department have gotten to the point where they won't even work with you, as if they think this company will magically run without sales.

