





BUILDING RELATIONSHIPS

Warmer

You are head of Human Resources at a large department store. One of your employees comes to see you and they ask you for a **raise**. His performance has been **average**, and in any case, you can't afford to pay him more.

What would do you say?

DIPLOMACY AT WORK

Diplomacy means communicating your opinions, feelings, needs, etc. in a way that preserves the **dignity** of others. Part of being proffesional and having good work relationships is knowing how to be **fair**, listening to others and not always saying the first thing that **comes to mind**. Sometimes, it's necessary to be more positive when you express your opinion, or use more **tact** when you say 'no'

USEFUL PHRASES

EXPRESSING CONCERN	SAYING 'NO'
 I have some concerns about There could be a few small logistical problems Book a conference room I hear what you're saying, but I think it could improve Perhaps you could try 	 I don't think it's going to be possible I like your enthusiasm! However I don't think this is the right time for I would like to, but unfortunately That's an interesting idea, but I have to say no. I think we should go with the original plan.

DIPLOMACY AT WORK

AUDIO

ROLE-PLAY

Read the dialogue and think about how to use diplomacy in an office context.

The officer manager (Janice) has called a staff meeting - see how she handles a suggestion by one of her colleagues (Bruce). Read the dialogue as expressively as you can!

Janice: Good morning! As you know, we are here this

morning to discuss strategies for improving office

morale. Any suggestions?

Bruce: Yes, I think I've got a good one!

Janice: Let's hear it!

Bruce: "Pajama Mondays"

Janice: Uh-oh...

Bruce: Everybody wears their pajamas and slippers to

work on Mondays.

Janice: That's a terrible idea.

Bruce: I think it would be really fun, and help raise

spirits around here.

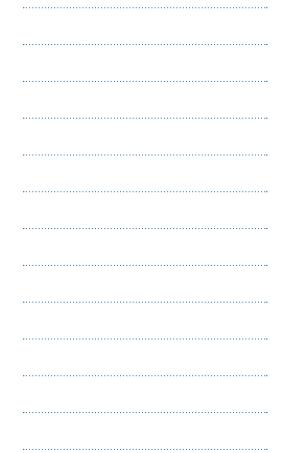
Janice: Fun? More like ridiculous.

Bruce: I think our clients would like it too.

Janice: Are you crazy? It would be never work!!

Bruce: Well, do you have any better ideas?

Janice: Anything would be better than that!



NOTES



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