



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 professional 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

- 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...

SAYING 'NO'

- 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

NOTES

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!

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