

Name: \_\_\_\_\_ Date: \_\_\_\_\_

HW: 10 pts

# WORK CONVERSATIONS - #1

Ryan has been working at a fast food place for two months now and is excited to be saving up money. His boss knows that he can not work Sundays and Mondays. Ryan checks next week's schedule and notices he is somehow scheduled to work Monday from 4:00 pm to 8:30. He can't work on Monday's because of a class he is taking. Fill out the conversation below with how Ryan should interact with his boss.

**Boss:** "Hey, what's up? I only have a few minutes."

**Ryan:** \_\_\_\_\_

**Boss:** "Oh, schedules are already printed. I forgot that you told me you wanted Monday's off."

**Ryan:** \_\_\_\_\_

**Boss:** "I'm sorry but I can't give you Monday off. Yes, I know you have a class you are taking but I have a business to run."

\_\_\_\_\_

WHAT'S THE PROBLEM?

\_\_\_\_\_

WHY CAN'T RYAN WORK MONDAY?



\_\_\_\_\_

WHY DID RYAN'S BOSS SAY NO?

\_\_\_\_\_

WHAT SHOULD RYAN DO NOW?

Name: \_\_\_\_\_ Date: \_\_\_\_\_

# WORK CONVERSATIONS - #1

Diane has been working at her new job for over a month now. She really likes it but has not made many friends quite yet. Diane has ran into Erin a few times at work and she seems friendly. One thing that makes Diane uncomfortable about Erin is that Erin always talks bad about other employees she works with. Fill out the conversation below with how Diane should interact with Erin the next time they chat.

Erin: "Hey Diane, did you just hear the latest gossip about Jennifer?"

Diane: \_\_\_\_\_

\_\_\_\_\_

Erin: "Well, listen up anyway. I overheard that Jennifer is secretly dating the store manager, Jim. No wonder she got that promotion..."

Diane: \_\_\_\_\_

\_\_\_\_\_

Erin: "What, are you the rumor control police now? Calm down, it's just a rumor. You're new here and I'm just trying to be your friend."

\_\_\_\_\_

WHAT'S THE PROBLEM?

\_\_\_\_\_

WHY IS ERIN UPSET NOW?



\_\_\_\_\_

WHY IS ASKING ERIN TO STOP A GOOD IDEA?

\_\_\_\_\_

HOW DO YOU THINK DIANE FEELS?

Name: \_\_\_\_\_ Date: \_\_\_\_\_

# WORK CONVERSATIONS - #2

James is working at a hardware store in the lumber department. James and his coworker, Adam, usually work the same shift. James has noticed Adam does not do as much work as he does, and James is often having to clean up after him. Adam is not organizing the lumber right, not picking up after himself, and quoting customers the wrong prices at times. James really likes Adam and doesn't want him to get in trouble. James decides to speak to Adam after work today. Fill out the conversation below with how James should interact with Adam.

Adam: "Hey, James, what's up?"

James: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Adam: "Dude, come on. Why are you taking your job so seriously? It's not like you're my boss. Loosen up a little."

James: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Adam: "I know I should be doing more but I really just hate this job!"

WHAT'S THE PROBLEM?

WHY DID JAMES TALK TO ADAM <sup>ST</sup>?



WHY IS JAMES FRUSTRATED?

WHAT SHOULD JAMES DO NOW?

Name: \_\_\_\_\_ Date: \_\_\_\_\_

# WORK CONVERSATIONS - #2

Jordan started working at a fast food place as a cashier. He is the only cashier working today and is trying to help a customer who is taking a long time placing his order. The customers behind him are growing very frustrated and the line keeps getting longer and longer. The customer taking long doesn't seem to mind but it is making Jordan feel very anxious because the other customers keep staring at him to do something. Fill out the conversation below with what Jordan should do next.

Rectangular Snip

Coworker: "Jordan, this line is extremely backed up. What's going on?"

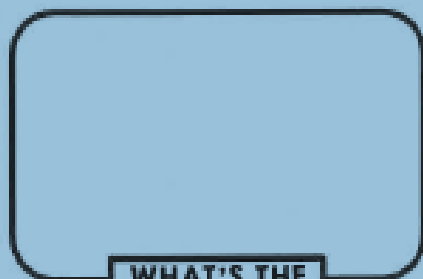
Jordan: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Coworker: "Well, tell me what I can do to help?"

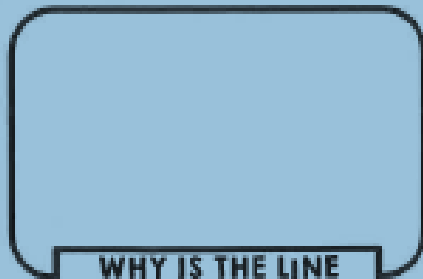
Jordan: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Coworker: "Next time, I need you to be more assertive and communicate you need assistance. Otherwise, we don't know in the back kitchen."

Jordan: \_\_\_\_\_  
\_\_\_\_\_



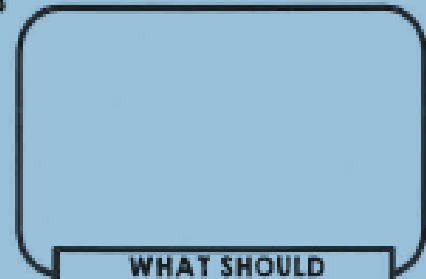
WHAT'S THE PROBLEM?



WHY IS THE LINE SO LONG?



WHAT DOES ASSERTIVE MEAN?



WHAT SHOULD JORDAN HAVE DONE?