**SOFT SKILLS TRAINING – HANDOUT#4**

**TOPIC 4:** **Communication – Three Case Scenarios**

**Communication Scenario #1**

Mary's supervisor approached her and requested that he has an urgent project that he would like her to start working on immediately as this is important to the contracts the company could earn in the near future.

Mary responded by saying “I am currently finishing up a few urgent and important tasks. Once those are wrapped up, I will have time next week to help you. Will that work for you?” Mr. Jones her boss responded by saying “I can see that you are very busy, but I’d really like if you can take this on soon” "I would appreciate if you can give this your personal attention”

Mary responded by saying “I am concerned that if we do not meet the deadline for this upcoming project, it will be at risk. So, what I need is for us to brainstorm a way to make it happen.”

Mr. Jones response was “It appears that we disagree on the availability of time at this point. So, let’s find a solution that we can both work with that will get us the results we need."

1. What kind of communication style is Mr. Jones displaying?
2. What does this style sound and look like?
3. What happens to relationships that engage in using this style of communication?

**Communication Scenario #2**

Sonia's supervisor approached her and requested that he has an urgent project that he would like her to start working on immediately as this is important to the contracts the company could earn in the near future. Sonia responded by saying “I am currently finishing up a few urgent and important tasks. Once those are wrapped up, I will have time next week to help you. Will that work for you?” Mr. Smith her boss responded by saying “Don’t argue, I don't need your excuses. Just do it.”

Sonia responded by saying “I am concerned that if we do not meet the deadline for this upcoming project, it will be at risk. So, what I need is for us to brainstorm a way to make it happen." Mr. Smith response was “You heard what I said. You’re out of your mind if you think that will work; always some excuses, you can never meet a deadline, you better make the time, end of discussion"

1. What kind of communication style is Mr. Smith displaying?
2. What does this style sound and look like?
3. What happens to relationships that engage in using this style of communication?

**Communication Scenario #3**

Yvonne's supervisor approached her and requested that he has an urgent project that he would like her to start working on immediately as this is important to the contracts the company could earn in the near future.

Yonne responded by saying “I am currently finishing up a few urgent and important tasks. Once those are wrapped up, I will have time next week to help you. Will that work for you?” Mr. Taylor her boss responded by saying “I can see that you are very busy, whatever you want to do, I'll go with whatever you decide"

Yvonne responded by saying “I am concerned that if we do not meet the deadline for this upcoming project, it will be at risk. So, what I need is for us to brainstorm a way to make it happen.” Mr. Taylor response was “I don’t really have an opinion on this, you have more experience than I do. You decide.”

1. What kind of communication style is Mr. Taylor displaying?
2. What does this style sound and look like?
3. What happens to relationships that engage in using this style of communication?