CONVERSATION:

Sean: Michelle, can I have a word please, in my office? Now then. I won't take long about this. <u>I'll come straight to the point.</u> We had a chat.

Michelle: Yeah.

Sean: At that point, <u>I wasn't particularly happy </u>with the way that you were behaving in the office, the way that you were being uncooperative, a little bit surly with the people. And since then, <u>frankly, I've seen very little change.</u>

Michelle: Well, I mean, I think I made an effort, trying to be helpful like I normally am with people, and I feel that I'm still doing my job – not that the job's very interesting. I think it's becoming less interesting since Sarah got the promotion. I think she's getting some more of the interesting work.

Sean: Okay, we'll <u>I'm afraid that, despite what you say</u>, it hasn't come across. <u>I don't want to jump to conclusions</u>, but you have taken quite a bit of time off and ...

Michelle: Yeah, but you're allowed to take leave, aren't you?
Sean: You are allowed to take leave. Hopefully you come back from leave refreshed and you leave your problems at home.

More phrases useful for expressing dissatisfaction:

* I'll come straight to the point.
* I wasn't particularly happy with …
* Frankly. I've seen very little changes …
* I'm afraid that, despite what you say…
* I don't want to jump to conclusions but ...

LET'S TALK

1) Have you ever tried having a discussion with your boss because your boss had a problem with the way you behave at work? If not, how about one of your co-worker?

2) It is common to have conflict of interests in a working environement. Suggest some ideas how to resolve such conflicts.

3) If you were Michelle, who felt bad for not being promoted, would you behave the same way? Why?

LET'S PRACTICE

1) Assume that you are the owner of a company. You had a talk with your secretary regarding her problems at work, namely, sloppy, not being efficient in updating your schedules and etc. She seems not improved since then.