**7MON TBL Refusing an unreasonable request at work**

**Focus on Language: Speaking Skill-Building**

Listen to the dialogue again and go through the script. Answer the questions, and remember to write down the line numbers.

1. What does Nick say to show Heather that he is thinking about her request?

3 – Hmm

2. What two signaling words does Nick use that suggest he will refuse her request?

3 – actually, but

3. (a) Find four times that Nick acknowledges Heather’s perspective.

(1) 3 - I understand you’re under time constraints,

(2) 7 – I see.

(3) 10 – Yeah, I understand.

(4) 12 – I know this is going to eat into some of your day.

(b) Can you think of other words and phrases that you could use for this purpose?

I realize that

I see that

I can see that

I see that…

I get that

4. (a) Find three times that Nick refuses Heather’s request.

(1) 8 - I’m afraid I’m not going to be able to sign this manifest, Heather.

(2) 10 - But you know I can’t just-I can’t just sign this manifest unless-unless I get the official-something official in writing from Marketing.

(3) 14 - I’m just not able to sign this unless I get a waver.

(b) Can you think of other words and phrases that you could use for this purpose?

I’m afraid I can’t

I’m sorry but

Unfortunately,

The thing is

The problem is

5. What words does Heather use at the beginning of her sentences to (a) object to Nick’s refusal and (b) accept Nick’s refusal?

(a) Object - Oh, well, but

(b) Accept – Okay, Alright

6. What three future tenses does Heather use in her persuasive arguments to make promises and explain the negative consequences of Nick’s refusal?

(1) Simple future – 6 - the corrected shipment will be sent out soon, and so, they’ll-they’ll get it, like, when we’re ready. We’ll-we’ll send it out right away.

(2) Present Continuous – 9 - But the shipment’s going out today.

(3) Going to – 9 - I mean, this is going to cost us time, it’s going to cost us money—

7. (a) What three phrases does Heather use in line 11 that mean “I’m frustrated!”?

(1) Oh for heaven’s sake!

(2) Are you kidding me?!

(3) This is crazy!

(b) Can you think of other phrases that mean the same thing?

Come on

For goodness sakes

This is ridiculous!

8. What conditional does Nick use to make his promise, and what word does he use instead of “when”?

First – 16 - Once I get something in writing, I will move on it as fast as I can.

Once = when

9. What does “under time constraints” mean?

Don’t have much time

10. What does “this is going to eat into some of your day” mean?

Going to take up some of your time

11. What does “get back on the horn with Marketing” mean?

Call Marketing

12. What does “I will move on it” mean?

I will do my part, I will sign it

13. Make some notes about Nick’s body language.

Distance Standing appropriately close (about two arms' length)

Posture Relaxed. Stands tall.

Eye Contact Makes eye contact in a neutral, open way.

Gestures Uses relaxed hand motions.

14. What language will you use the next time you need to refuse an unreasonable request?