

COMPLAINT LESSON-LEARNER HANDOUT

PART 1: PRE-ASSESSMENT

Read the workplace situation below and write exactly what you would say in your own words after 'You'.

Workplace Situation

You work as a client services manager.

You often travel to meet with clients at their businesses.

The laptop computer given to you by your company's IT department often stops working in the middle of your presentations to clients.

You have twice taken it in for repair and the problem keeps happening.

You want to talk to the IT department manager about getting a new laptop.

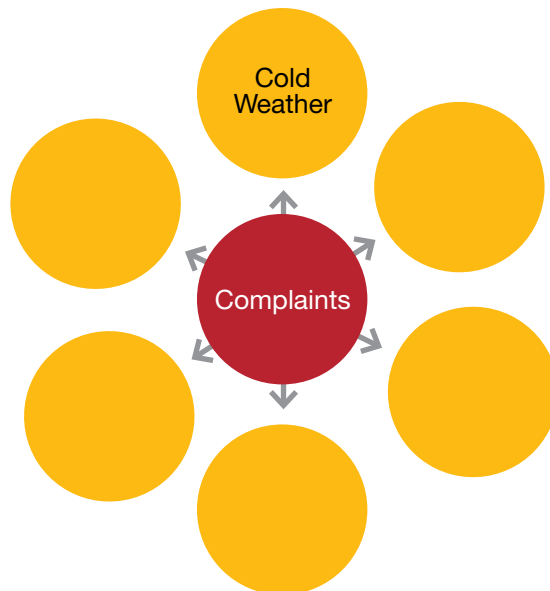
What do you say to the IT department manager?

You:

Part 2: Warm up

1. Discuss with a partner:

- a. Think about the different situations in your daily life that you complain about. What are they? Fill in the diagram below with your examples:



2. Share your answers as a class.
3. Choose two of the situations from the diagram above and complain to your partner about them (e.g., It's so cold out today. I hope it warms up for the weekend!).
4. What did you say? Share one of your complaints with the class.

PART 3: PRESENTATION OF COMPLAINTS PATTERN

1. Listen to the first recording. The speaker will complain about a problem and make a request to fix it. See if you can hear them without reading the text below.
2. Listen again. While you listen, circle the complaint and underline the request.

Listening A

Hi Bob. I'm Jean from client services. I've talked to a couple of people in your department before. My job requires me to meet with clients and my laptop is very important for giving presentations and keeping in contact with those clients. I brought it in for repair twice, and it keeps stopping in the middle of my presentations and it's not working. This isn't something I can keep doing. It's a problem that keeps happening and doesn't reflect well on our company. Umm I would really like a new laptop.

3. Discuss answers as a class. Other than the problem and the request, what else does the speaker say to make the conversation more appropriate?
4. Now, listen to the second recording and circle the complaint, underline the request, put a box around the context.

Listening B

Bob: Hi, how can I help you?

Mark: Hey Bob, how's it going? Is now a good time to have a quick chat or should I come back later?

Bob: Oh no no. Now is fine.

Mark: Cool. Uh I actually just wanted to have a quick conversation with you about the possibility of getting a new laptop.

Bob: Ok.

Mark: I've just had you know there's been a few issues with the hardware. You know, I'm not a computer kind of guy so I don't really know what's going on, but you know how sometimes I have to travel and see clients and things like that. Well, it sometimes it just shuts down at inopportune times. [Oh. Ok]

And it looks pretty bad on you know our company and myself as well, so is there a process in place for requesting a new laptop? Is there something I can do to you know help move that forward?

5. Discuss answers as a class.

6. Now listen to some other speakers. What is the speaker trying to do? Match what the speaker says with the complaint pattern strategies a-d:

SPEAKER	COMPLAINT PATTERN STRATEGIES
Speaker 1	a. Request for a new laptop
Speaker 2	b. Set the context
Speaker 3	c. Complain about the laptop
Speaker 4	d. Greet to start a conversation.

PART 4: CULTURAL AWARENESS

1. Think about how you would respond to the workplace situation and write your response **in your first language** in the space below. Is it different from what you wrote in your pre-assessment sheet? How?

PART 5: RESPONDING TO COMPLAINTS

1. Listen to Part 3 **Listening A** again. How would you respond to what the speaker says?

2. Discuss answers as a class

PART 6: ROLE PLAY

1. Read the situation below and role play with a partner

At work, your coworkers are treating you in a way that you think is disrespectful.

They don't ask for your opinion in team meetings; they don't ask you if you want a coffee when they go on breaks; they never include you in small talk conversations.

One day, one of the team says, "You seem really quiet. Why don't you say anything in meetings, come for coffee with us or talk to us about yourself?"

What do you say?

You:

2. Think about some other complaints that might happen at work. Create your own workplace scenario with a partner.
3. Share you scenarios with the class.
4. Role play each other's scenarios.

PART 7: POST-ASSESSMENT

Read the workplace situation below and write exactly what you would say in your own words after 'You'. When you are finished, please give this paper to your instructor.

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What do you say to the IT department manager?

You:

PART 8: HOMEWORK

Go to the following link and watch the video "Building Effective Multicultural Workplaces: For Industry Follow Up 4: My Crew is Changing": <http://media.norquest.ca/mds/owls/videos.htm>

1. What are the complaints that Brian (the younger man) has of his workers Carlos, Li and Alex?

2. Brian says that he needs to be able to "trust" his workers. Why do you think he has problems trusting his newcomers?

3. What is your opinion of Jim's advice to Brian to help Brian be more successful as a leader?

4. Would you add anything to Jim's advice?
