Diversity AT WORK
LANGUAGE SOLUTIONS

APOLOGIES 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 in a large company.
You meet many different people at various meetings on a regular basis.
Yesterday, you saw someone who looked familiar, but you didn't say anything.
Today, you go to a meeting and the same person sits in front of you.
You realize you actually met this person 6 months ago.
You feel awkward now.
What do you say to this person?

You: _____

_____

_____

PART 2: PRESENTATION

1. *Listen to the recordings and notice the language that the speakers use to apologize.*

   Listening A
   Hi. You look very familiar to me. I realize I've met you before and I'm really embarrassed but uh I didn't remember that and I'm feeling really awkward right now (laughs). Um so ***I'm just apologizing*** for not recognizing you before and I might need to ask for your name again.

   Listening B
   Hey um I'm not sure if you remember me. I think we met a little while ago. Uh you have like a really familiar looking face to me and I wish I could piece it together ***I really do apologize.*** Can you let me know your name?
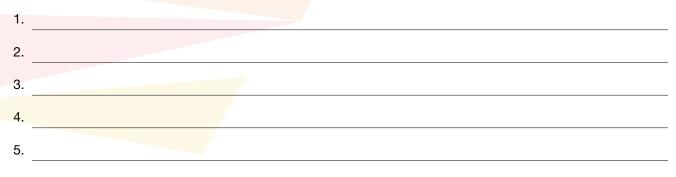
   Listening C
   Hi. I know we met before, but ***I'm sorry*** I can't remember your name.

   Listening D
   Hi. Uh (laughs) ***I'm really sorry***; I just realized that I have met you a few months ago, but I have completely forgotten your name. I always remember faces, but I'm not so great with names so ***my apologies.***

2. *Now listen to some other speakers' answers to the workplace situation. Write down some of the phrases they use to apologize (e.g., I just wanted to apologize, I'm really sorry)*

1. _____

2. _____

3. _____

4. _____

5. _____

3. *What are the common phrases that you noticed? Discuss with a partner.*

PART 3: EXPLANATIONS

1. *Look at the white board examples of apologies.*

What is the meaning of the word 'just' ?

_____

What is the meaning of 'really'?

_____

What is the meaning of 'so'?

_____

How are 'really' and 'so' different in their grammatical form?

_____

PART 4: AWARENESS-RAISING

1. *Listen to the following apology and circle a, b, or c for social status, distance and **severity** of the mistake in the table below. The **severity of the mistake** tells you how big or small the mistake is. For example, a **severe** mistake is crashing your friend's car. A **mild** mistake is bumping into someone in a line up at Tim Horton's.*

SOCIAL STATUS OF SPEAKER	SOCIAL DISTANCE	SEVERITY OF MISTAKE
The speaker is: a. The boss b. A co-worker c. Unsure	The relationship between the listener and the speaker is: a. close b. neutral c. not close at all	How unprofessional is it to forget someone's name in this situation? a. Very unprofessional (a severe mistake) b. A little unprofessional (a serious mistake) c. Not at all unprofessional (a mild mistake)

2. *Discuss answers as a class.*

PART 5: 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.*

_____

_____

_____

2. *Is what your wrote in your first languarge different or similar from what you wrote in your pre-assessment? How?*

_____

_____

_____

PART 6: SITUATION CHANGE AND ROLE PLAY

1. *Read the situation below and then change the situation for status, social distance, and/or severity of mistake. There is an example provided for you.*

   You work in an office
   You are in a team meeting
   You spill your coffee onto your coworker's computer during the meeting
   The computer is broken

   What do you say to your coworker?

_____

_____

2. *Change the scenario for social status, social distance and severity of mistake:*

   Example (change in social distance):

   You work in an office
   You are in a team meeting
   You spill your coffee onto your **boss's** ~~coworker's~~ computer during the meeting
   The computer is broken

   What do you say to your **boss** ~~coworker~~?

_____

_____

3. *Role play your new scenario with a partner*

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.*

Workplace Situation
You work in a large company.
You meet many different people at various meetings on a regular basis.
Yesterday, you saw someone who looked familiar, but you didn't say anything.
Today, you go to a meeting and the same person sits in front of you.
You realize you actually met this person 6 months ago.
You feel awkward now.
What do you say to this person?

You: _____

PART 8: HOMEWORK

4. *Go to the following link and watch the video "Building Effective Multicultural Workplaces: For the Office":*
   http://media.norquest.ca/mds/owls/videos.htm

   This is a video of a multicultural team meeting. During the meeting, there are two apologies. *Write the times of the apologies you notice in the spaces below.*

   Apology 1: Time: _____

   Apology 2: Time: _____

2. *Watch the first apology again. Why does Lin (the project leader) apologize?*

   _____

3. *Now fill in the table below:*

SOCIAL STATUS OF SPEAKER	SOCIAL DISTANCE	SEVERITY OF MISTAKE
Lin is: a. Pat's boss b. Pat's co-worker c. An employee of Pat's	The relationship between Lin and Pat is: a. close b. unsure c. not close at all	How big or small is the mistake? a. Very unprofessional (a severe mistake) b. A little unprofessional (a serious mistake) c. Not at all unprofessional (a mild mistake)

4. Watch the second apology again. Why do Pat and Lin apologize to Gobinda?

   _____

5. In your first culture (C1) would you apologize in the same situation at work? Why or why not?

   _____