

## PRAGMATIC PATTERNS FOR GIVING FEEDBACK

CONTEXT

EXPLAINING THE PROBLEM

ADVICE

POSITIVE FUTURE STATEMENT

CHECK IN

## PRAGMATIC PATTERNS FOR COMPLAINTS

CONTEXT

EXPLAINING THE PROBLEM

REQUEST

## PRAGMATIC PATTERNS FOR APOLOGIES

EXPRESSION OF REGRET

TAKE RESPONSIBILITY

EXPLANATION

OFFER OF REPAIR

PROMISE FOR THE FUTURE

## PRAGMATIC PATTERN FOR REQUESTS

CONTEXT

CONFIRMATION

REQUEST

FUTURE STATEMENT

AGREEMENT

THANKS

## PRAGMATIC PATTERN FOR PRAISE/COMPLIMENTS

COMPLIMENT

CONTEXT

EXPLANATION

QUESTION