

SITUATIONS

COMPLAINTS	APOLOGIES
1. You don't like the weather in your city. It's too cold/hot/humid/dry for you?	1. You forgot about an important meeting.
2. You think/feel the snow removal in your city is too slow and: a. public transportation is slow OR b. the snow removal schedule on city's website isn't up to date.	2. You organized a lunch for (a staff team/a client) without considering the special dietary needs of those attending. a. You find out a staff member felt left out. OR b. You find out a client has to go and get his or her own lunch.
3. You think/feel that the internet in your office/home is too slow OR unreliable.	3. You interrupt someone while s/he is busy
4. You feel burnt out/overworked but you can't afford a vacation	4. You bump into someone by mistake (e.g., on the street, in a lineup, or getting off an elevator)

Diversity

AT WORK

LANGUAGE SOLUTIONS

WHAT WOULD YOU SAY?

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