

Directions: Write a response to each of the following scenarios using one of the interaction skills we've discussed. In the blank in column C, label your response:

Exercise A

(DO) Drawing Out
(R) Restating

(B) Building
(DF) Differing

A. Other person says ...	B. You think ...	C. You say ...
1. "I find it difficult to work on this project team because our cultural differences keep getting in the way."	You are not sure what the person is referring to.	_____
2. "We're making a lot of progress so I don't think we need to meet so frequently."	You agree and suggest a more efficient way to keep track of the team's progress.	_____
3. "I think we need a training program to explain the new employee benefits package."	You are not convinced that training is a good idea because schedules are tight.	_____
4. "I feel that we've talked this problem into the ground. I suggest we move on."	You both have worked very hard on the problem. However, there's still more to cover.	_____
5. "This is so inefficient! Everyone always comes late to meetings and we are wasting so much time."	The person is emotional and upset. Still, he is expressing an important concern.	_____
6. "How can we talk about ideas for a project without talking about the budget?"	The group has agreed to brainstorm ideas and withhold evaluation until after the brainstorming is completed.	_____

Directions: Write a response to each of the following scenarios using one of the interaction skills we've discussed. In the blank in column C, label your response:

Exercise B

(DO) Drawing Out
(R) Restating

(B) Building
(DF) Differing

A. Other person says ...	B. You think ...	C. You say ...
1. "I think we should run a pilot before we roll out the the project to the whole company."	You would like to hear more about this idea.	_____
2. "The users are impossible to work with. They never let us know things until the last minute. We end up working till midnight on the nights before the deadlines."	You want to check to make sure you understand the problem.	_____
3. "We need a procedure manual for this new system. I know a consulting firm that does excellent work."	The manual is a good idea but a consultant would be too expensive. You'd like to look at in-house resources.	_____
4. "There are a lot of risks if we try to expand internationally."	You are not sure what risks the other person is referring to.	_____
5. "I think it would be good to give recognition to the team members for their hard work."	Yes. You could ask a senior manager to write an email to the department commending the group's performance.	_____
6. "That manager is impossible to work with. I suggest we work with someone other than her."	You know that there is friction with this manager. However, her input is necessary.	_____