**ACTIVITY 2.5: Direct and indirect communication**

1. **Work in pairs and practice. How would you disagree in assertive way:**

* the word NO at the beginning,
* definition of what I do not want to do,
* a short and true justification for the refusal

**Case A:** Your boss says ask you to finish a report ASAP meaning tonight.

**Case B:** The project manager asks you to do the tasks, which you are not an expert.

1. **Work in pairs and practice the direct and indirect communication. One person chooses one style of communication in each case: direct (expressing your feelings and motivators) and the second - indirect (happy to comment on another person's motives, not their own). Then change your roles. Write a dialogue**.

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| **Examples of direct communiaction** | **Examples of indirect communictcation** |
| “I don't agree.” | “You've got to be kidding me” |
| “I have a problem with…” | “Don't you think...” |
| “I do not like….” | “Maybe you should…” |
| “I'm not sure about...” | “Well, then...” |
| “I have some concerns about...” | “Don't make things difficult” |
| “I can't do it” | “It's crazy” |

**Case A:** Project manager recognized one of your teammates for something you did.

**Case B:** One of your teammates has failed to keep a promise.

**Case C:** One of your teammatesconstantly disagrees with you.

1. **Work in pairs and answer politely that you do not agree with your colleague.**

**Use polite style of disagreement. Examples:**

*I see what you’re saying but…*

*I understand where you’re coming from, but…*

*That’s a valid point, but…*

*I see your point, but I have some concerns about…*

**Case A:** Your colleague suggests organising an advertisement campaign of the projects in a local newspaper. You totally disagree: express your attitude politely, the reason and suggest another option.

**Case B:** Your teammate criticises the last task in the project you did. You totally disagree: express your attitude politely and give the reason.

1. **Use the sandwich technique to deliver negative or constructive feedback:**

The sandwich method is a feedback technique that consists of delivering negative or constructive feedback between two slices of positive feedback:

1. start with a compliment or praise,

2. address the issue or area of improvement,

3. end with another compliment or encouragement.

**Case A: You are a project manager. One of your team members did not finish his task on time, so you did not reach the deadline with work package.**

**Case B: You are a project manager. The report made by your team member needs to be corrected ASAP.**