

class #6

- jokes
- return quiz I
- clip of the day
- informative messages
- hilda workshop
- Charter

jokes

clip of the day

model sentences

Kawasaki on Mantras

coordinating conjunction rule?

He went to the store but it was closed.

He went to the store but it was closed.

He went to the store, but it was closed.

conjunctive adverbs

however; nevertheless, moreover;
furthermore , therefore, etc.

Spelling bees were her speciality however she failed to spell “urbiculture” correctly.

Spelling bees were her specialty (however) she failed to spell “urbiculture” correctly.

Spelling bees were her specialty; she failed to spell “urbiculture” correctly.

Spelling bees were her specialty; she failed, however, to spell “urbiculture” correctly.

Spelling bees were her specialty; however, she failed to spell “urbiculture” correctly.

Groups

EQ in Groups

The ability to identify, assess, and control the emotions of oneself, of others, and of groups.

trust among members

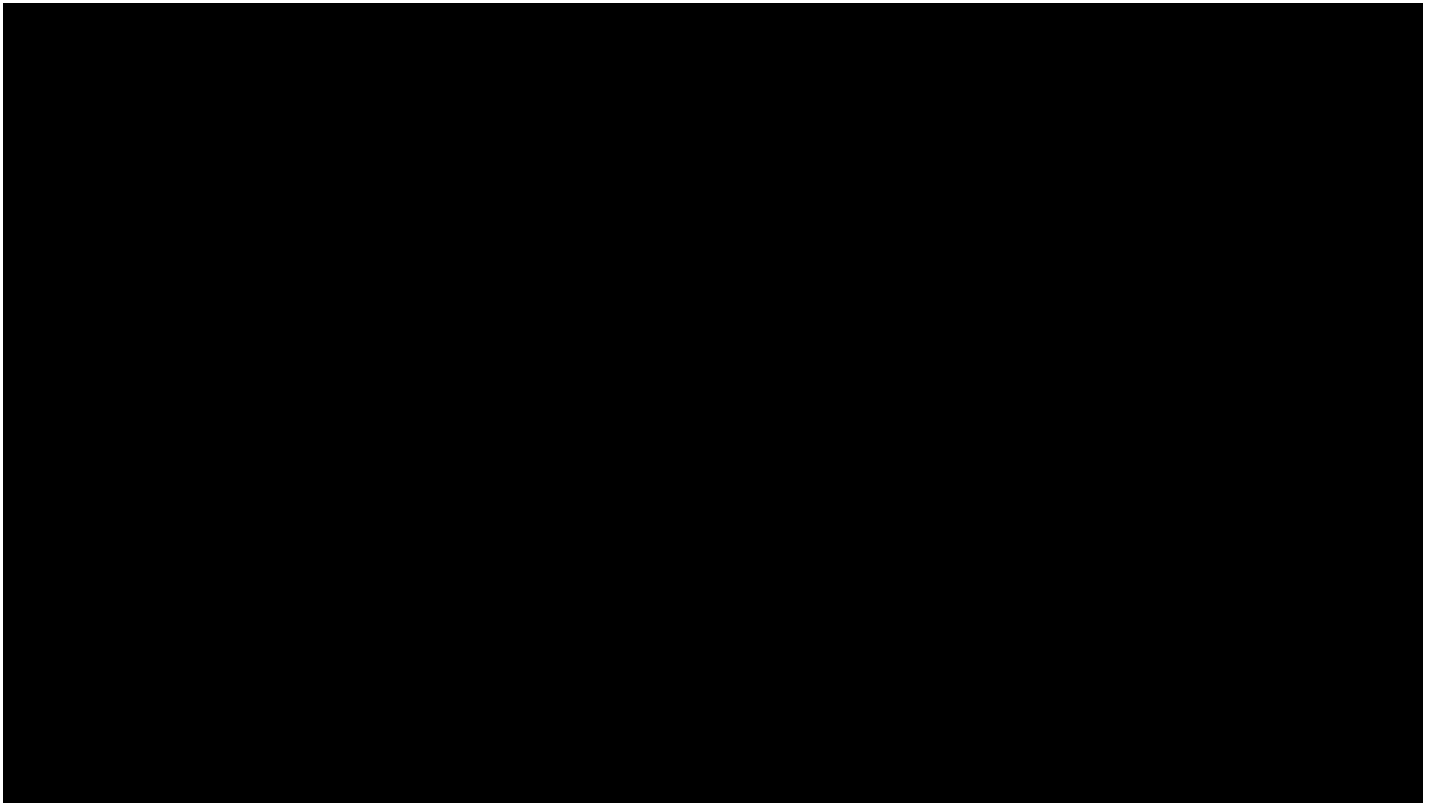
sense of group identity

sense of group efficacy

how?

create emotionally intelligent norms to build
'emotional capacity'

Cody Phipps on finding the 'group crux'



team charter

informative messages

hilda

objectives of a bad news message:

1. minimize damage
(bad news does not define the relationship)
2. show you are fair & reasonable
(reader would do same thing in your place)
3. state bad news clearly, firmly, & graciously
(not ambiguous, but not blunt either)

Top Bun

- Background:
- Buffer: Show consideration to promote good will.
 - Minimize damage to the relationship.

Body

Cheese

- Develop clear reasons.
 - Make reader see it from your point of view.

Meat

- Be clear, firm, and gracious in stating the bad news.
 - But get in & out quickly.
- Suggest alternative solutions

Close

Bottom Bun: Goodwill gesture

- Bad news does not define the relationship.
 - Future is open.