

class #6

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

Quiz I

jokes

clip of the day

Kawasaki on Mantras

problem pairs

lie/lay

lie
lying, lay, lain

sit
sitting, sat, sat

lay
laying, laid, laid

set
setting, set, set

fewer/less

principal/principle

nauseous/nauseated

affect/effect

comprise/compose

aggravate/irritate

model sentences

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.

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'

team charter

informative messages

coursepack p. 21

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)

(see coursepack p. 27-30)

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.

execution/evaluation

(coursepak, p. 12)
