

## class #7

- return memo punctilio
- clips of the day
- jokes
- EQ
- more on passive voice
- hilda workshop #2
- the commonplace & reframing

### criteria/objectives:

- background, purpose, preview opening
- effective use of headings and lists
- adequate, useful content that deals with boss's need
- your summary is more useful than original

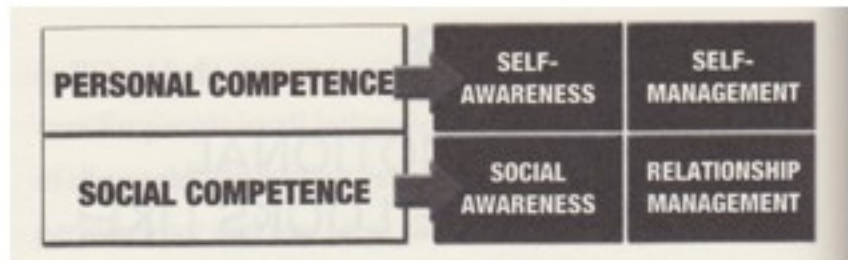
clip of the day



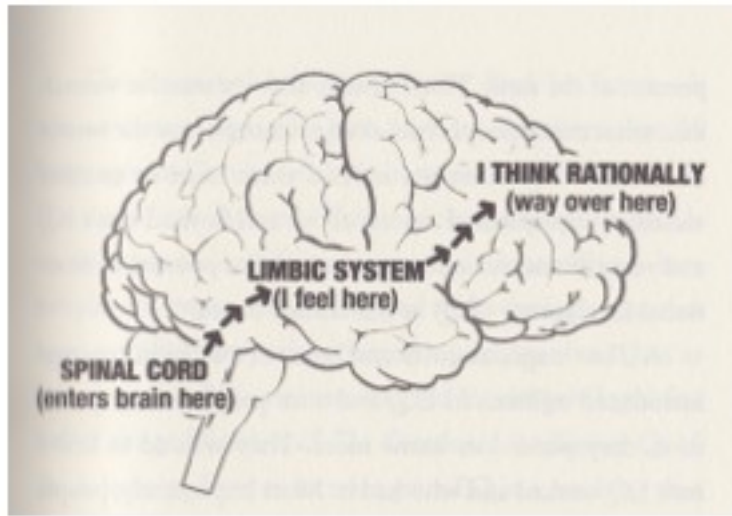
jokes

EQ

team charters



(from *Emotional Intelligence 2.0*)



Ok, I get it ...don't react, count to ten,  
but what's the social awareness?

your ability to accurately pick up on emotions in other people and understand what is really going on with them. This often means perceiving what other people are thinking and feeling even if you do not feel the same way.

remind you of a word we've already talked about?

empathy

But if you can't figure out what's going on, what do you do?

ask questions, of course

don't assume if you're not sure

make sure



perception checking

**Ana, you canceled plans with me  
on Friday night.**

**I was wondering: what was your  
reason for canceling at the last  
minute?**

**I felt that maybe you were mad at  
me. Were you? Are you?**

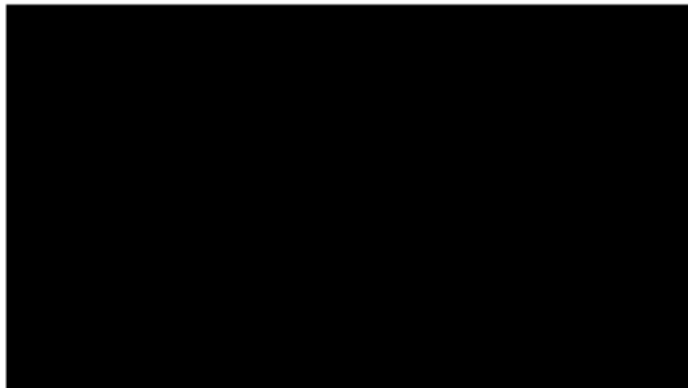
Are you saying.....”

Did I hear you say.....?

I'm not sure if I got that right. It sounded like you were saying.....

Maybe I misunderstood, but I thought you said.....

Develop strategy as a team



## more on passive voice

both share three elements:

actor  
action  
object

The carpenter hit the nail.

The nail was hit by the carpenter.

The nail was hit (by the carpenter).

The nail was hit.

object emphasized

actor deemphasized

verb = to be + past participle

Last summer our house was painted by me. The job had taken about two weeks. First, I was washing the exterior using warm water and a mild detergent. Then we sealed all the chinks and pores in the walls with putty. After the putty had had a chance to dry, the exterior could be painted. A latex paint was used because it is easy to apply and cleans up with water. A whole week was needed to finish this part of the job. I was very careful to apply the paint evenly because I did not want to have to apply two coats. I used a color that was very close to the original color.

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Last summer our house was painted (by me). The job had taken about two weeks. First, I was washing the exterior using warm water and a mild detergent. Then we sealed all the chinks and pores in the walls with putty. After the putty had had a chance to dry, the exterior could be painted (by me). A latex paint was used (by me) because it is easy to apply and cleans up with water. A whole week was needed (by me) to finish this part of the job. I was very careful to apply the paint evenly because I did not want to have to apply two coats. I used a color that was very close to the original color.

now you do it on your memo punctilio summary

Your comments relative to your respect for my professional opinion are most appreciated.

Actor: by \_\_\_\_\_

Action:

Object:

Your comments relative to your respect for my professional opinion are most appreciated (by me).

Actor:

Action:

Object:

Your comments relative to your respect for my professional opinion are most appreciated (by me).

Actor: I

Action:

Object:

Your comments relative to your respect for my professional opinion are most appreciated (by me).

Actor: I

Action: appreciate

Object:



Your comments relative to your respect for my professional opinion are most appreciated [by me].

Actor: I

Action: appreciate

Object: your comments

actor: I

action: receive

object: invitation

I receive your invitation with gratitude.

I appreciate your invitation.

When not to use the passive voice:

When passive constructions are vague, confusing, pompous sounding:

When the business plan is finished, it is suggested that it be rerouted for final approval.

When it creates an abstract, vague, "state" feeling as a compound with the verb to be:

It is observed that many students are registering late for class.

When it leads to wordiness:

It was recommended by the budget committee that the program be discontinued by the department. (15 words)

The budget committee recommended that we discontinue the program. (9 words)

OK to use passive voice:

When you want to emphasize the object of the action:

Johnny Jensen, our shipping clerk, shipped your order on November 15. (active)

Your order was shipped November 15. (passive)

To deemphasize the actor:

You waste my time.(active)

Time is being wasted.(passive)

when there is more than one actor or  
the actor is unknown:

Over 120 contaminants have been  
dumped into the river.

when there's a punchline:

The gold medal in the five-hundred-meter, one-man bobsled  
competition has been won by a six-year-old child.

To occasionally provide some variety to sentence structure.

**hilda**

the commonplace  
& reframing

Gecko "Greed Speech" from *Wall Street*

