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(action)Since you omitted two pages on last year, (outcome)we didn't get the grant, (solution)so this time, please provide everything we need. \* (action)Because you didn't get us the complete financials, (outcome)we missed the deadline last year.

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Benjamin What's the problem? 1. Think about the work-related experiences in which you routinely encounter someone who does (or doesn't do) something that makes your job more difficult. Choose one example that you will use as your focus in this exercise. \_\_ Customer \_\_ Supervisor

### **What's the problem? Can You Hear Me Now?**

must be willing and able to hear the truth and to deal with life realistically. I haven't always had the regard for truth that I do now. I once looked for the convenient answer - the one that would be accepted. I paid an enormous price for doing so. In 1985, my husband Mike became ill. He was a big, burly guy, and neither one

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the conflict and focus on solving the problem, whether it's with an employee, boss, customer, supplier, or coworker. This handy, quick-reference guide provides effective language for dealing with:

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