

## Lesson 01: Situational Communication at Work

### Warm-up Questions:

Do you know any good communication tips?  
 Have you ever had a conflict with a co-worker? Describe how you confronted the problem.  
 Is it easy to ask for help in your workplace? Why or why not?

### Vocabulary/Expressions:

A rule of thumb	To be swamped	In over someone's head
Slack off	Hostility	Collaborating
Sick day	Ego	To question someone
Push back	Taking things personally	Adapting

I'm sorry to hear about...	I'm sorry to hear about (your problem/the delay/friend).
You look... today.	You look (great/tired/much better/happy) today.
I want to talk to you about...	I want to talk to you about (your great work on the project).
	I want to talk to you about (the upcoming presentation).

### Practice:

1. How do you feel about coworkers who **slack off**?
2. Have you ever felt you were **in over your head**?
3. Have you ever taken a **sick day** or called in sick when you really weren't?
4. What do you do if you feel you are **swamped** at work?
5. Common **rule of thumb** in Korea is that you should never **question your boss**. What do you think about that? Is it ok **to question your boss's decision**?

### Activity: Role play the following situation

You are having a lot of personal problems at home and it is affecting your work. Ask your boss to reduce the workload.

A coworker is spreading rumors or spreading fake gossip about you at work. Confront the coworker.

You are not feeling well and you need to take a sick day. Call your boss and explain the situation.

Your team member did a great job on the project. Congratulate and compliment his achievement.

Your colleague recently had a baby. Congratulate and ask some questions about the situation.

Other: Create your own scenario