

## Scenario

You are the manager of an outdoor clothing store. A customer emails you to complain that she was not allowed to return a jacket. Unfortunately, the customer's jacket had been torn up by her dog. Your refund policy does not cover this type of damage. You must tell the customer that you can't refund her money, while still maintaining her business.

## Scenario

You promised your boss that you would finish your report by 5 p.m. today. Unfortunately, you are still waiting for information from your co-worker, Pam. Pam and your boss are good friends. You must let the boss know that if you don't get the information from Pam soon, the report will be late.

## Scenario

You are a manager of a restaurant. Your best waiter is named Chad. Lots of customers come in to the restaurant because they love his service. Unfortunately, Chad has been rude to the other wait staff and they have complained to you. Today, you witnessed Chad yelling at a hostess for a very minor reason. You need to get Chad to improve his behaviour, while also maintaining a positive relationship with him so he doesn't quit.

## Scenario

You work for a small start-up that makes baby toys. Your company has invested a lot of money in a toy that they want to be ready for the Christmas season. Unfortunately, your department has just discovered that the toy is unsafe, and it is not possible to change the design to make it safe without several months more work. Even with this additional work, there's no guarantee that you

could fix the safety issue. You need to tell the CEO immediately.

## **Scenario**

You run a small flower shop. Your friend Cindy runs a small business making chocolates. Last year, you partnered with Cindy to run a Valentine's Day promotion where customers could add a box of chocolates to their bouquet order. Unfortunately, Cindy was very difficult to work with. She was late with orders and did not supply you with enough chocolates for the orders you received. This made your business look bad, and resulted in many angry customers. Now, Cindy wants to partner with you on a

regular basis. You need to tell Cindy that you can't work with her, even though this may cost you her friendship.