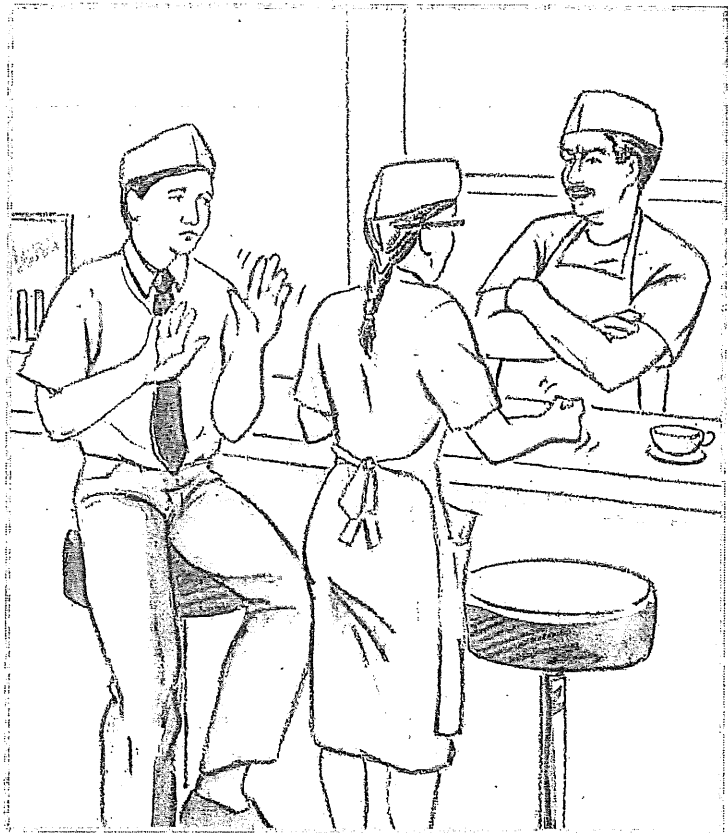


LESSON **Expressing** **12 Opinions**

Objectives

- Express your opinion politely but clearly
- Listen and respond to others' opinions
- Express disagreement politely but assertively



Warm-Up

Talk about your experience.

- How do people at your workplace act when they disagree with a boss or co-worker?
- What do you do when you disagree with someone at work?

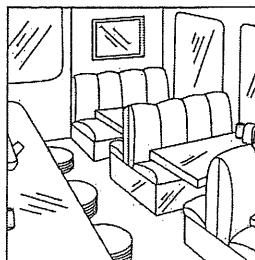
Talk about the picture.

- Who are these people? Where do you think they work?
- What do you think they are saying to each other?

Key Words for Work



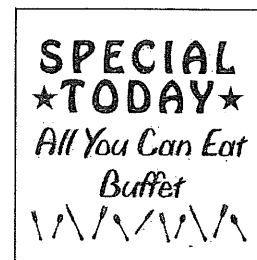
magician



diner



waitress



advertisement

Making Your Point

Paula is a waitress at a diner. Gino makes the burgers. He never knows how many chicken-burgers to make. Sometimes he makes too many. Sometimes he doesn't make enough. The manager, Erik, wants to solve this problem.

Gino: How can I tell how many customers will order chicken-burgers today? I'm not a magician.

Paula: But we never run out of other specials. Why are chicken-burgers such a problem?

Erik: They're not really specials. We list our specials in our advertisements. But we don't advertise chicken-burgers. How can we tell how many we'll need each day?

Gino: Here's an idea. When I make 100 hamburgers, I'll make 50 chicken-burgers, too.

Erik: I understand what you mean. But that won't work. Some days we need 200 hamburgers and only 25 chicken-burgers. We need to know what our customers want.

Paula: What about this suggestion? We can count chicken-burger orders each day for one week. Then we'll know the average number we need each day. Gino can count the orders as he makes them.

Gino: No way. I'm too busy cooking. Counting orders is not my job.

Erik: I guess it's up to me. But let's do it for two weeks. Then we'll know if people eat more chicken-burgers on certain days.

Paula: I think we can all live with that.

Tips

Expressing Opinions

- When you state your opinion, be polite but assertive.
- Give reasons for your opinion.
- Listen to other people's opinions carefully.
- Make comments about the ideas—not the person.
- Try to reach solutions that everyone can support.

Making and Responding to Suggestions

A. Do the Sentences Offer or Turn Down a Suggestion?

Check ✓ the correct answer.

	Offer a Suggestion	Turn Down a Suggestion
1. I'm afraid that's not what we need.		
2. What do you think about this?		
3. I have an idea. Let's try it this way.		
4. Unfortunately, I can't agree with you about that.		
5. That's a good suggestion, but I don't think it will work in this situation.		
6. Why don't we look at this solution?		
7. Here's a thought.		

B. Weak, Assertive, or Aggressive

Read each statement. Is the speaker being weak, assertive, or aggressive? Check ✓ the correct answer. Then share your choices with a team. Give reasons for your answers.

	Weak	Assertive	Aggressive
1. We'll do it my way, or I won't do it.			
2. Let's try it this way.			
3. I'll do whatever you think is best.			
4. Well, if you say so.			
5. I believe this will work.			
6. This is the only way to do it.			
7. I think we should try something else.			

Try It Out

A. Disagreeing Respectfully

Below are some poor ways to disagree with a co-worker. Match each one to a respectful way to say the same thing. Then add your own example to each column. Share your examples with the class.

Poor Way

- _____ 1. That's the dumbest idea I've ever heard!
- _____ 2. You need to get your facts straight.
- _____ 3. I have a bone to pick with you.
- _____ 4. Why don't you ever give an inch?
- _____ 5. You can't really believe that will work!
- _____ 6. _____

Respectful Way

- a. This requires some flexibility.
- b. Maybe we can look at some other solutions as well.
- c. I don't quite see how that will work. Could you explain?
- d. Could we double-check that information?
- e. I want to talk over a problem with you.
- f. _____

B. Disagreeing at Work

Talk to a friend or co-worker. Ask about a time that person disagreed with a decision made by a co-worker or supervisor. Take notes. Then discuss your results with the class.

Here are some questions you can ask:

- What was the decision? Why did you disagree?
- What did you say at the time?
- Would you say the same thing again? Or would you say or do something different? Why?