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ENGL317-002

Professor Charney

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***Instructions: Highlight or underline the word from the list of four that you believe would be the most appropriate to fill in the blank in the following sentences.***

1. The company's profits have been skyrocketing, but we need to increase our \_\_\_\_\_\_\_\_\_\_\_ to maintain this growth.
   1. aggression b. assertiveness c. hostility d. determination
2. We can't let the new employee handle that project, they're completely \_\_\_\_\_\_\_\_\_\_\_.
   1. incompetent b. inexperienced c. unskilled d. unqualified
3. Our team needs to work more \_\_\_\_\_\_\_\_\_\_\_ to meet the project deadline.
   1. efficiently b. harshly c. carelessly d. recklessly
4. The customer's complaint was completely \_\_\_\_\_\_\_\_\_\_\_. We need to resolve it immediately.
   1. justified b. exaggerated c. irrational d. unnecessary
5. I don't think the new policy is a good idea, it seems \_\_\_\_\_\_\_\_\_\_\_.
   1. impractical b. unrealistic c. misguided d. unintelligent

***Instructions: Highlight or underline the word from the list of three that you believe would be more appropriate for the following sentences.***

1. We need to crush our competitors to become the market leader.

Possible alternatives: defeat, overcome, outperform

2. We can't afford to lose any more customers, it's killing our profits.

Possible alternatives: losing, shedding, decreasing

3. We have to dominate this market or we'll go bankrupt.

Possible alternatives: excel, lead, surpass

4. I don't care about the consequences, we're going to bulldoze our way through this project.

Possible alternatives: power through, tackle, handle

5. We need to slaughter our competition and establish our dominance.

Possible alternatives: surpass, outshine, outdo.

***Instructions: Rewrite the following sentences using polite/positive language and showing empathy.***

1. I'm sorry, but your constant micromanaging is becoming a real pain in the butt.

I want more control over my projects, I believe it will make me more productive.

1. I don't appreciate your condescending tone when you speak to me in front of my colleagues.

I would like it if you would talk to me with more respect in front of my colleagues.

1. Your decision-making skills are a joke, it's no wonder we're losing clients.

Certain decisions have led to the loss of customers recently. We should be more thoughtful moving forward.

1. I don't mean to be rude, but your inability to communicate effectively is hindering our productivity.

Communication issues are hindering our productivity. We need to work on clearing up communication channels in order to work more efficiently.

1. I understand you're the boss, but your arbitrary demands are starting to feel like a power trip.

As an employee, the strange requests you’ve been making recently have made me feel undervalued and dehumanized.

1. You'll have to wait in line like everyone else.

The line’s purpose is to give everyone a fair wait. Cutting the line is unfair to the people around you.

1. I don't have time for this right now.

My schedule is packed right now, can I get back to you when I have some time?