Name **Click or tap here to enter text.**

CTEC 107

Spring 2022

Week 4 – 2/23/2022 (Communication Skills)

# **BAD DAY FOR A BAD DAY**

1. Yvonne is going through a difficult time in her personal life.

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1. What can she do to lessen the impact on her work? Her team?

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1. Isabella also makes mistakes. What should she have done differently?

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1. What should Yvonne do now?

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1. What do you think of Tim’s approach to the situation?

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1. Yvonne is going through a painful time in her life, and it makes her less focused and patient at work.

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1. How much should a person be expected to leave their personal life— and challenges—at the door?

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1. What strategies should a professional use to limit personal problems impacting their work and work relationships?

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1. What can colleagues do to help?

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1. Yvonne suggests that Isabella is too thin-skinned. How can a manager help an employee who is particularly sensitive?

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1. Phil is very blunt. When does a comment become abusive?

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