



# Reprimanding Your Staff

Business > Intermediate 6



## Exercise 1 – Reading

*Read the dialogue aloud with your tutor and check your understanding.*

*James lost his temper at the office. He has been called to his boss' office for an official reprimand.*

**Mr. Atkins:** James, I must say I am quite disappointed with your behavior today. Care to tell me what happened?

**James:** I lost my temper. I have been quite stressed both at home and at work lately, and I just lost it today.

**Mr. Atkins:** You must understand we do not tolerate such outbursts here. Your colleagues were a bit shaken after the incident. You must apologize to them, especially Paul, whom you shouted at.

**James:** I can't tell you how sorry I am. I promise it will never happen again.

**Mr. Atkins:** You need to keep yourself together. If I cannot rely on you to do this, then there is no point in working together. Please note that I will just give you a verbal warning this time. But don't let it happen again.

**James:** Understood, sir. I'll go apologize right away.



### **Check your understanding:**

1. What did James do that affected his colleagues?
2. How did his boss deal with the situation?
3. What does James need to do in the future in order to keep his job?



## Exercise 2 – Learning

### Useful Expressions

- It's come to my attention that...
- I am quite disappointed.
- We are not satisfied with your performance.
- You can't let your personal life affect your performance.
- This is not acceptable in our office/team.
- Such behavior will not be tolerated.
- You should apologize immediately.
- You need to keep your composure.
- Don't let it happen again.



## Exercise 3 – Role Play

*Take turns with your tutor and act out the scene described below.*

**Scene:** One of your employees has not been performing well at work recently, and you need to reprimand him.  
Your teacher will act as your employee.



## Exercise 4 – Discussion

*Discuss the following questions with your tutor.*

1. Have you ever had to reprimand someone? What for?
2. Have you ever been reprimanded? What happened?
3. What can we learn from our mistakes?