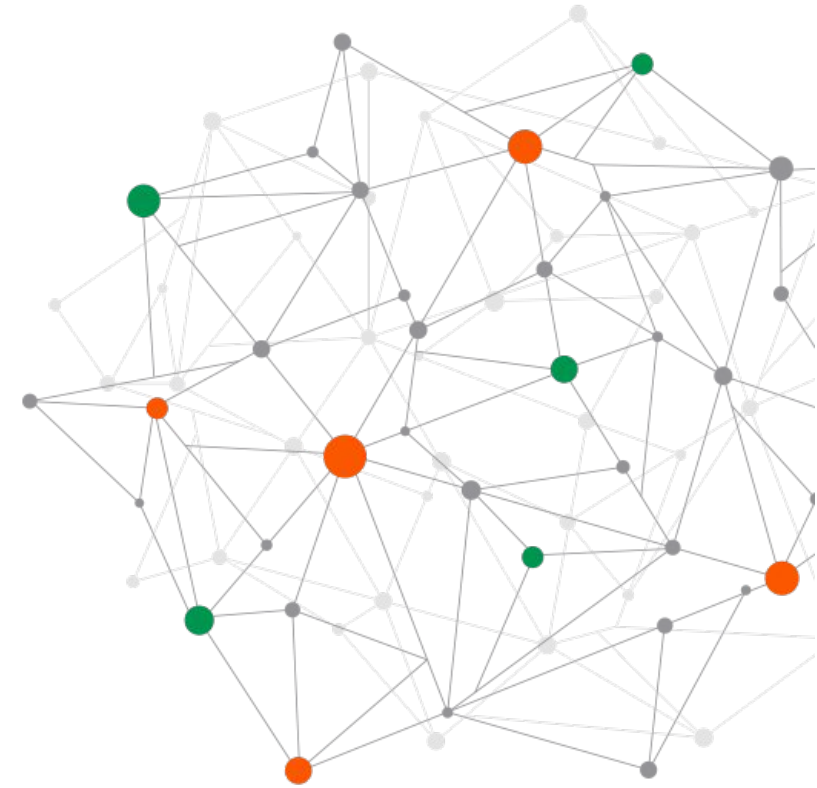


# Corporate Skills Module 3:

## Session 3: Differing Opinions

"Keep cool; anger is not an argument."  
- Daniel Webster

April 2024





## In This Session

We may not always agree with each other and have encountered many instances in our lives that resulted in a difference of opinion.

This lesson aims to teach you to express your difference of opinion in a calm, cool, collected, and respectable manner.



## When in Conflict:

- Be respectful
- Do not let emotion cloud your judgement
- Try to understand the other person's point of view
- Keep your temper under control
- Do not be impulsive: think before you speak
- Have an open mind
- Listen actively
- Do not merely wait for others to stop talking
- Interpret the message understanding verbal and non-verbal cues





## Respond > React

Difference between respond and react:

**React** To say or do something that is guided more by emotion and less by logic.

**Respond** To say or do something that is guided more by logic and less by emotion.





# Vocabulary Used While Expressing Differing Opinions

## Direct:

- However...
- On the other hand...
- But...
- Nevertheless...
- While...
- Rather...
- On the contrary...
- Yet...
- More (than)...
- Comparative Forms (-er...)
- In contrast...



## Gentle:

- Correct me if I am wrong . . .
- I don't understand . . .
- In my opinion/viewpoint . . .
- I agree to an extent but . . .





# Fact

Facts deal with the pieces of information that one has heard, seen or read, and are open to discovery or verification.

Also fact is something demonstrated to exist or known to have existed. The wording here is very important. Fact is a piece of information known to people, but may not be true. For example, "The sun revolves around the earth" was a fact once, but not now.





# Judgment

Judgements are opinions that imply approval or disapproval of persons, objects, situations and occurrences in the past, the present or the future, and are personal opinions and subjective.

- Statements that imply "approval" or "disapproval"
  - What a magnificent view!
- Statements that "impose compulsion" using should or must
  - You should work harder
- Statements that "compare" non - measurable things
  - He is the best boy in class
- Statements modify the nature of attributes.
  - You are running very slowly
- Statements of prediction using "will" or "shall"
  - I will become the Captain of the team
- Proverbs and maxims which are not universal truths
  - Honesty is the best policy (how do we verify?)

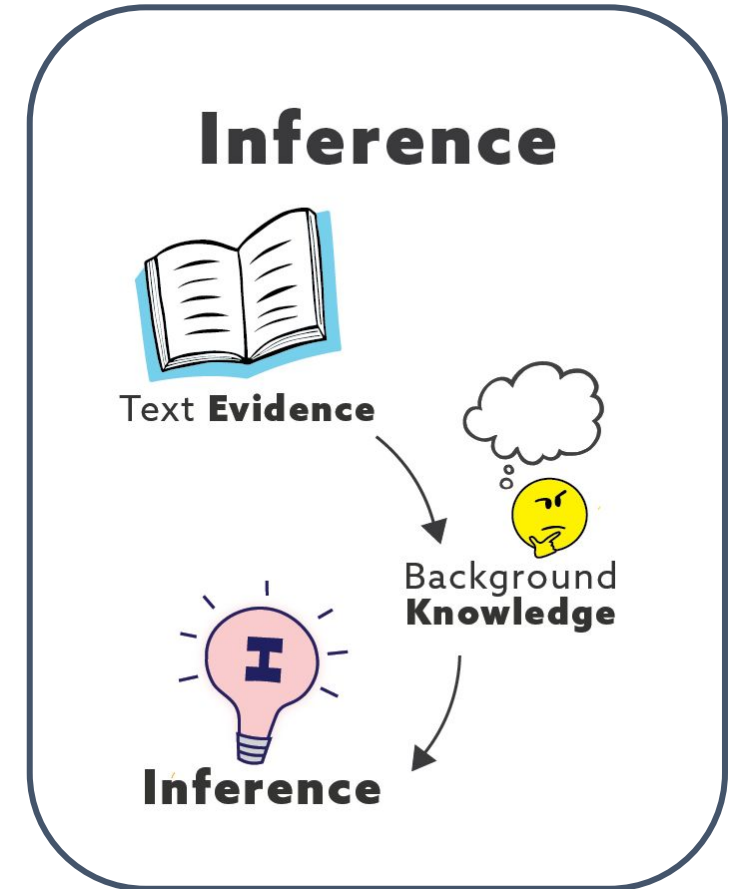




# Inference

Inferences are conclusions drawn about the unknown on the basis of the known.

- Results of some action taken or incident taken place.
  - Since the bridge collapsed, the villagers will face a big problem to go to town
- Expectations or possibilities of something happening as a result of something else.
  - If there is an earthquake, people will be killed
- Any proverb that functions on cause and effect
  - An apple a day, keeps the doctor away







## In The Workplace:

- Respond DO NOT React
- Be Assertive and NOT Aggressive
- Distinguish the statements by listening actively
- Choose your words carefully





# Working With Friends







# Working With Friends





# Working With Friends





## Working With Friends

- Don't mix business with pleasure
- Use your professional personas
- No one is out to get you
- Assert yourself
- Friendship is separate from teamwork

# Thank You



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