

Write down what you think

CP NP A NC AC

LP

would think / say / do in the following situations:

- 1. A customer says to you “I don’t want to see you, I want someone who knows what they’re talking about!”**
2. Your boss says “Come and see me at 2.00 p.m. - I want a full report on this job you’re doing, because I don’t think you’re doing it right”.
3. Someone who works for you has been developing a habit recently of turning up to work a few minutes late.
4. One of your colleagues is not doing their share of the work, and you are having to do it in order to keep the organisation from failing to satisfy the customers.



5. *You come out of your house to find a scratch along the length of your new Porsche.*