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Disagreeing and Giving Feedback at Work

Hard

1. Choose the reply you would give your coworker, based on what both shifts need.

Your coworker wants both assistants to be on the early shift to help with a large delivery. That would leave no one available for the later shift. You know that the early shift needs help, and you promised to keep at least one assistant on the later shift.

Select one.

A) I agree that we should move both assistants, and I'll tell them to report early.
B) I see your point, but the later shift still needs coverage.
C) We should keep both assistants on the later shift because that's when the delivery is due.
D) The early shift can handle the delivery on its own, so let's leave the schedule as it is.

2. Select ALL the replies you could send to both colleagues that explain the coverage conflict and use a grammatically correct question to propose Monday.

Your manager and a teammate you work with often both favor a Friday rollout. The help desk closes before the rollout finishes on Friday, but it can cover the whole rollout on Monday.

Select all that apply.

A) "Friday won't work because the help desk closes before the rollout ends. Could we to move it to Monday?"
B) "The help desk closes before the rollout ends on Friday. Can we aim for Monday?"
C) "The timing isn't ideal because the help desk closes before the rollout ends. Could we move it to Monday?"
D) "The help desk closes before the rollout ends on Friday. Can we aimed for Monday instead?"

3. Choose one option for each gap to help Maya push back without sounding confrontational in the team chat. Have her acknowledge her co-worker's point before raising the staffing concern, then soften her disagreement about the check-in.

Her co-worker suggests giving the morning crew more help, but his plan leaves the later shift uncovered. He also wants to move the check-in to Friday, after Maya needs to confirm the schedule. Maya needs the team's input from the check-in before she can confirm it.

Staffing plan

_____, but the later shift still needs coverage.

Check-in

_____. I need to confirm the schedule on Thursday.

Choose the correct option for each gap.

Blank 1

A) I see your point
B) I have no concerns about the plan

Blank 2

A) I strongly disagree with moving the check-in to Friday
B) I'm not sure I agree with moving the check-in to Friday

4. Help Lena to finish her sentence. Choose the wording that fits after 'I wonder if ...'

The meeting organiser wants to move the check-in for the team to 2 p.m., but the room is already booked at that time. Lena wants to suggest keeping the check-in at its current time.

I wonder if ___ keep the current schedule.

Select one.

A) we could
B) could we

5. Help your teammate understand your position. Select all the replies that show you disagree with moving the check-in to Friday.

Your teammate suggests moving the check-in to Friday so that Thursday morning will be free. You can see why this would help, but the late shift on Friday would then be short-staffed.

Select all that apply.

A) I see your point, but the later shift still needs coverage.
B) I see your point about the later shift, but I agree we should move the check-in to Friday.
C) I'm not sure I agree with moving the check-in to Friday. The later shift still needs coverage.
D) I'm not sure I follow your reasoning, but I'm fine with moving the check-in to Friday.

6. Choose the review comment that names a strength, precisely describes the problem, and asks for a specific fix.

Your teammate asks you to review a new set of handoff instructions. The steps are easy to follow, but the setup step leaves readers guessing which file to open.

Select one.

A) The instructions are easy to follow. The setup step doesn't say which file to open. Could you add the file name?
B) The instructions are easy to follow. You don't seem to know which file readers should open in the setup step. Could you add the file name?

7. Help Eli phrase three versions of his scheduling request. Choose one option for each gap.

A teammate wants to move the draft review to today, but Eli has a client call at that time. He wants to keep the current schedule and review the draft tomorrow as planned.

Embedded proposal: I wonder if _____ keep the current schedule.
Stand-alone request with "could": Could we _____ the draft tomorrow?
Stand-alone request with "possible": Would it be possible _____ the draft tomorrow?

Choose the correct option for each gap.

Blank 1
A) we could
B) could we

Blank 2
A) to review
B) review

Blank 3
A) to review
B) review

8. Help your project partner find a new time. Select ALL the messages that make a grammatically well-formed request to review the draft tomorrow.

Your project partner suggests reviewing the draft this afternoon, but you're booked until the end of the day. You want to propose tomorrow in the project chat.

Select all that apply.

A) I wonder if could we review the draft tomorrow.
B) Could we review the draft tomorrow?
C) Would it be possible reviewing the draft tomorrow?
D) I wonder if we could review the draft tomorrow.
E) Could we to review the draft tomorrow?
F) Would it be possible to review the draft tomorrow?

9. Choose the message that explains the testing problem and asks your manager to move the update to a day that gives the team enough time.

Your manager plans to send an update to the client on Friday. That leaves the team no time to test. If the update goes out on Monday, the team will have enough time.

Select one.

- **A)** With all due respect, Friday is a bad choice because it leaves no time for testing. Could we send it Thursday?
- **B)** I'm concerned Friday leaves no time for testing. Could we send it Monday?
- **C)** I'm concerned Friday leaves no time for testing. I'll tell the client we're sending it Monday.

10. Help two of your team mates write comments they can use to revise their guide. Choose one option for each gap.

Jordan and Lee are reviewing each other's sections of a handover guide. Lee's instructions are easy to follow, but the set-up step doesn't say which file to open. Lee then tells Jordan that one figure in Jordan's table needs a clearer explanation, without saying which one.

Jordan's comment: Praise a real strength, identify the issue in the draft and ask for a fix.
The instructions are easy to follow. _____. Could you add the file name?

Jordan's comment to Lee: Acknowledge the feedback and find out what to revise.
Thanks for flagging that. _____

Choose the correct option for each gap.

Blank 1

- **A)** You couldn't be bothered to say which file to open in the setup step
- **B)** The setup step doesn't say which file to open

Blank 2

- **A)** Which figure should I explain more clearly?
- **B)** Would it help if I added more detail to every figure's explanation?

11. Keep the draft review moving. Select ALL the replies that focus on what can be improved and help the two of you take a concrete next step.

In a shared draft, your teammate's setup instructions are easy to follow except that they don't name the file to open. Your teammate also says one of the figures in your summary needs a clearer explanation but doesn't say which one.

Select all that apply.

- **A)** On the instructions: "The instructions are easy to follow. The setup step doesn't say which file to open. Could you add the file name?"
- **B)** On the instructions: "The instructions are easy to follow, but you weren't careful enough when you left out the file name. Could you add it?"
- **C)** On the summary: "Thanks for flagging that. The figures came from another team, so you'll have to take it up with them."
- **D)** On the summary: "Thanks for flagging that. Which figure should I explain more clearly?"